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Insert Inside

In Good Hands:  
Choosing PC  
Insurance—p. 22

Issue Forum's  
Male Room—p. 34

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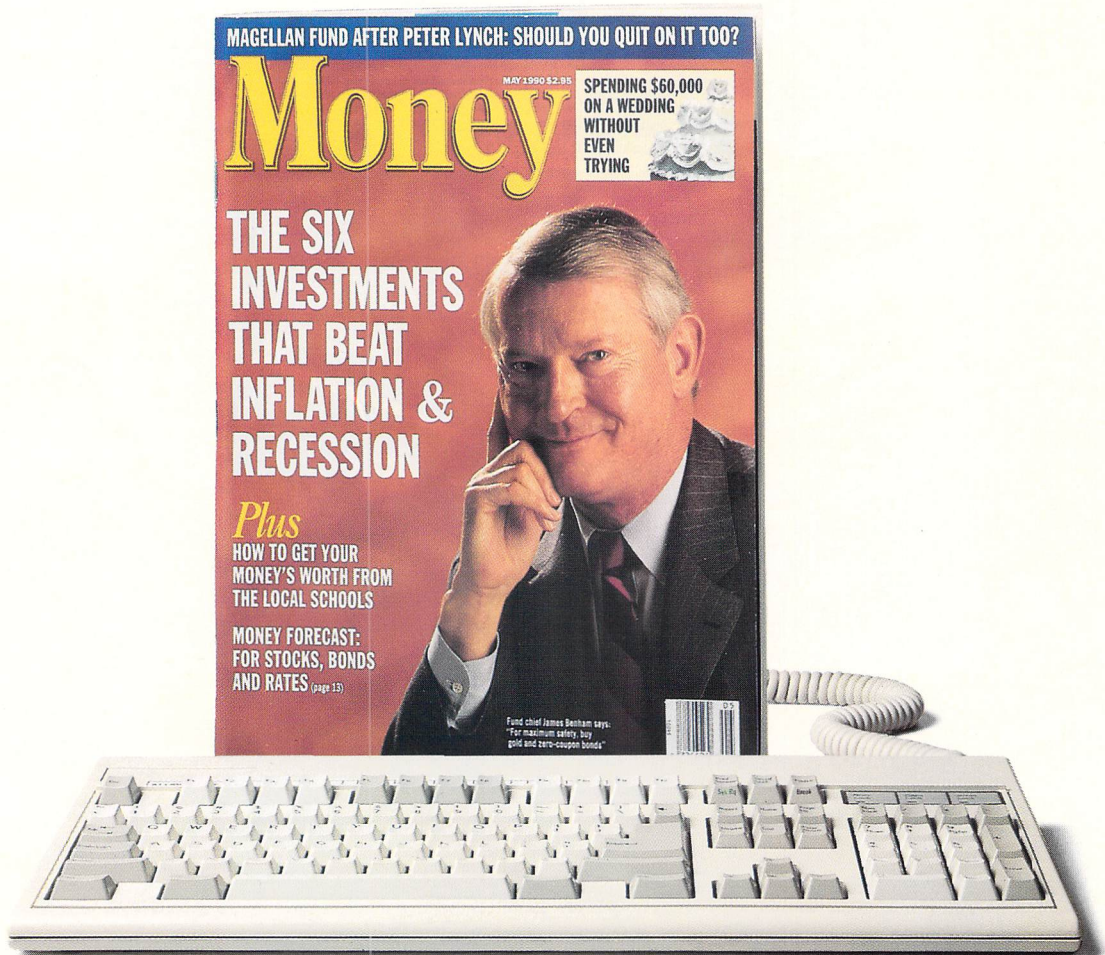
M A G A Z I N E

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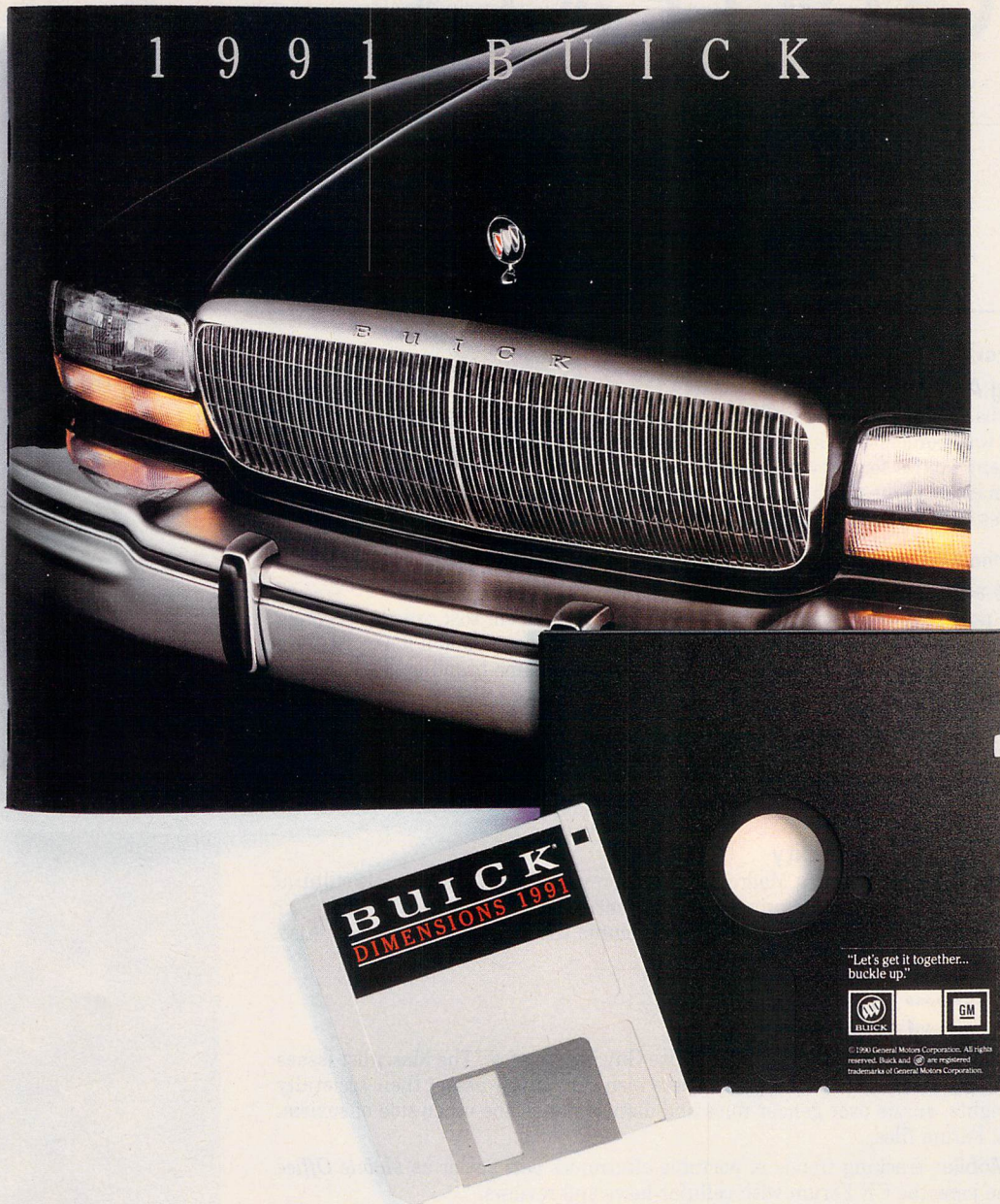
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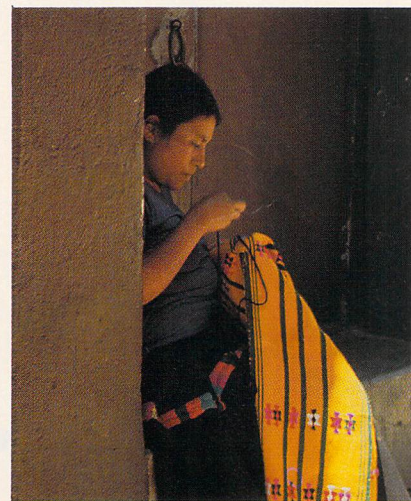
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## Too Hot to Print

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# COMPU SERVE

## M A G A Z I N E

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## Dear Reader

**B**ank failures. Exploding federal debt. Imploding junk bonds. Roller coaster stock markets. Worldwide political turmoil. Rising taxes. Recession (or “meaningful downturn” if you still have a job). In the first blush of a post-Trump era, the hurly-burly is enough to make you want to stash extra funds, if you have any, into Serta Perfect Sleeper National Bank.

Despite a near-apocalyptic mood in the air, there's little reason to call in investments or snooze on your money, even if worst-case scenarios pan out—and they probably won't. Most credible experts agree that for the average personal investor, the most important factor is to keep setting aside funds regularly. Even the “worst” investors—those who almost consistently buy in at the top of the market or never miss an opportunity to miss an opportunity—nearly always come out ahead over time. The fact that they saved at all is what counts—and counts up.

So, what if you're the type of personal investor who keeps on saving and stays alert for possibilities whether the economy is up or down? Or, maybe a disciplined saver, but a conservative one looking for the safest bank certificates or money markets? Your most powerful ally in any economy is information, plenty of it, and the fresher the better. That's where online financial information retrieval and transactional services can aid you in a big way.

This month, we take a general view of investing in the current economic and political climate, and share the advice some experts and fellow investors are giving on how to keep afloat—or even reap benefits—in trying times. Find out which online resources help you check up on your financial institution, get up-to-date national listings of best paying certificates of deposit, gather background information on a company, keep track of stock and bond performances, research a mutual fund or even cast about for advice and succor from comrades-in-recession. The riskiest short-sellers to the safest “only-CDs-in-a-four-star-insured-bank” investors can find valuable advice and information in this month's cover package beginning on page 12.

Finally, be sure to check out the story about an online companion to the National Association of Investors Corp. (p. 14). The NAIC is a grassroots organization that has brought investing success to thousands of people for 40 years. Its salt-of-the-earth investing philosophy sticks to the basics, eschews the promise of a fast buck and advocates disciplined funding of time-proven instruments. Sounds like something a lot of us might do well to consider in times like these.

\* \* \*

If the theme this month is “safety,” the story on page 22 fits the motif. This time we're talking about computer insurance and everything that goes into deciding if you need it, what type you require, how much protection you need, and what's available in the insurance marketplace. Everyone who owns a computer and isn't sure about its insurance status should check this one out.

Douglas G. Branstetter  
Editor



## About Bonds

I am an avid fan and user of CompuServe. I find it valuable for many reasons and in many areas, not the least of which is my profession in investment securities. Hence, I was quite excited to find the article by Thomas York on bonds in the February issue ("Bonds: The Unsexy Investment," p. 26). By the time I had finished the article, however, my enthusiasm had waned and was replaced with disbelief.

What I found in the article were no less than six errors and misstatements (see editor's note).

I understand that Mr. York is a writer and may or may not be a proficient investor. However, I do hold him responsible for editing his work and assuring its accuracy. This article clearly shows that he failed in that responsibility.

Daniel R. LaMacchia  
Sweny Cartwright & Co.  
Investment Securities  
Columbus, Ohio

*Editor's Note: The "Bonds" story did contain inaccurate and potentially misleading statements that warrant clarification. We stated, "Bond yields rise in periods of*

*declining interest rates but fall in periods of increasing interest rates." It is bond prices that move inversely with the interest rate market. Another statement that one should "sell bonds when interest rates are at their peak ... then buy bonds when rates have bottomed" is directly opposite of sound investment advice. It was also stated that investors "usually" have to sell their bonds where they bought them; this is sometimes true, but only in the case of highly specialized bonds where the market is limited. CompuServe Magazine regrets the errors.*

Although I am not a subscriber, I do like keeping abreast of the services you offer. While scanning through the February issue, I noticed an article on the bond market entitled "Bonds: The Unsexy Investment." As I am in the securities industry, I decided to see what information was being passed on to your readers. I was delighted to find the article well written and easy (almost pleasant) to read.

However, I did notice that the author had apparently either been gathering information for some time, or had been holding the article. The author states: "if a recession strikes the nation in late 1990 or early

1991." This quote struck me as being a little odd. Since this article was published in February 1991, don't you think we might know how late 1990 and early 1991 are going/went?

Michael E. Dowler  
Camp Springs, Md.

## Reading, Writing and Theorizing

As much as I'd like to join the "hooray for our side" crowd by agreeing with writing instructor Marcia Peoples Halio at the University of Delaware ("Induces Better Manuscripts," February 1991, p. 7), I cannot.

Ms. Halio seems to think longer sentences and higher reading levels are better. They're not. Both should be appropriate to the audience. Those of us who write with the intent of being read know this. Your magazine isn't written at a 12th-grade level, even though most of your readers could handle it. Instead, it appears to be written and illustrated more for 8th-grade level readers. That's good. Most of us don't enjoy reading at or above our level of competence. Less effort is required to read something that's a bit lower.

Sentence length? Anyone whose average sentence length is 22.6 words should examine the report for obfuscation. Mac users are on target with their 16.3 words per sentence.

William F. Blinn  
Communications Director  
Management Computer Services  
Columbus, Ohio

I read with interest the February article "Induces Better Manuscripts." The significant discovery and in-depth research in this study encourage me. I think the findings can help bolster the acceptance of a study I did concerning the decline of American political thought since the abandonment of the quill pen.

In a random sampling, I discovered that quill pen users are 10 times more likely to be versed in world philosophy than users of typewriters and a staggering 47 times those who use computers.

The ability to reason degrades significantly with any technological advance, according to my findings. Typewriter users are twice as likely to recognize great statements such as, "We have nothing to fear but fear itself," but seem unable to create them. Computer users seem only able to borrow from TV commercials.

At the current rate of degradation, Congress will be reduced to the mental powers of spoiled two-year-olds about the time the '786 chip is introduced in the early 21st century.

Mark K. Bilbo  
Nacogdoches, Texas

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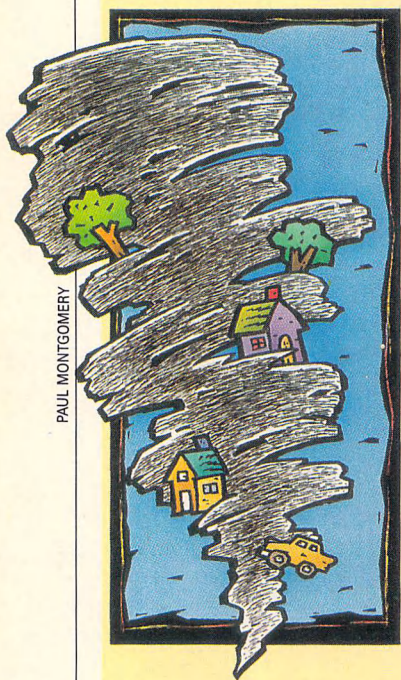
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# MONITOR



## To Trail a Twister

Spring is the beginning of tornado season in many parts of the United States, and CompuServe's weather services can help when you need it most.

Color and black-and-white radar maps (GO MAPS), based on data gathered by the National Weather Service, are continually updated showing storm patterns and precipitation intensity. After glancing at the map, turn to Severe Weather Alerts, a part of NWS Public Weather (GO WEA) to see if any specific watches or warnings have been issued for your area. If you know the reporting station responsible for releasing weather alerts in your area, enter its name (or three-letter identifier) when prompted. Otherwise, type the standard two-letter postal abbreviation for your state. Also, if any reports have been issued, the identifier WAT can be used to obtain general storm watches from the National Severe Storm Forecast Center in Kansas City.

## Synchronizing the Spring Ahead

**D**o you know what time it is in London, Buenos Aires or Tokyo? With most of North America moving its clocks ahead one hour on April 7, it may be difficult enough to be sure your own clocks are correct—to say nothing for knowing the time in Zaire.

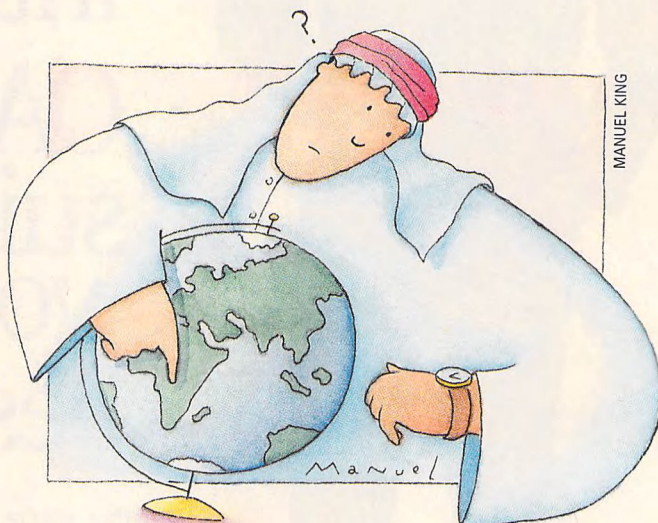
Make it easier on yourself by checking Option 4, "Local Time in Other Cities," on Travelshoppers' (GO PARS) "Other Services" menu. After displaying the time and date in almost any point worldwide, PARS gives you the location's latitude and longitude along with if and when it observes any form of daylight saving time.

Exploring the database reveals no uniform pattern. Tokyo is always nine hours ahead of Universal Greenwich Mean

Time (GMT) and 14 hours ahead of Eastern Standard. England makes the summer adjustment on March 31.

Many countries in the Southern Hemisphere also switch. As

seasons are opposite of North America's, residents have begun setting back their clocks just as North Americans do in October.



## MEMBER ESSAY

## Across the Miles, Buddies Still

**J**acques Delille said, "Chance makes our parents, but choice makes our friends." We all know how difficult it is to see good friends move away, and how easy it is to lose touch over the years. So it is my good fortune that a close friend who moved from Denver to Washington, D.C., a year and a half ago is a CompuServe member.

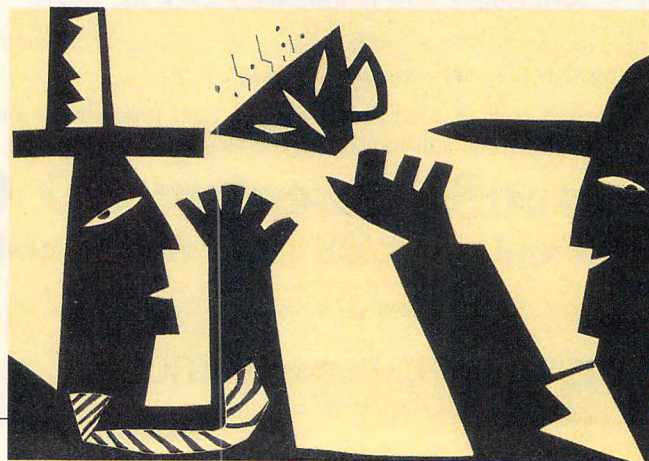
As my next-door neighbor, he would frequently come by for

coffee. We'd go camping together, play practical jokes on each other, and often stay up until the early morning hours watching ridiculous cable TV programs. I was worried that once he moved and got married we would slowly fall out of touch.

But CompuServe has enabled us to remain next-door neighbors despite being 2,000 miles apart. I hear from him

nearly every day. We still play practical jokes on each other by sending files that taunt, trick or provoke laughter. We still have coffee together (while we sit in front of our computers) and remain the closest of friends. CompuServe allows us to make that choice.

Mitch Nieto  
Aurora, Colo.



CompuServe Magazine invites CompuServe members to compete for \$50 of free connect time by writing a 200-word essay describing original uses for the Information Service.

Send essays to User ID 76004,3302. Please include your full name, address and User ID number. Watch for winning essays in Monitor.



## More Surcharges Reduced

Two more popular CompuServe services have been added to a lineup of products scheduled for surcharge reduction or elimination. Stock quotes (GO QUOTES) per quote fees have been reduced by 25 percent and the connect surcharge for Consumer Reports (GO CONSUMER) has been dropped.

While CompuServe initiated the first membership support fee increase in two years from \$1.50 to \$2 per month, effective this month, it also recently reduced charges to members for several valuable services. The Electronic Mall (GO MALL) is connect-free; Grolier's Academic American Encyclopedia (GO ENCYCLOPEDIA) subscription fee has been dropped; and the surcharge has been removed from Peterson's College Guide (GO PETERSON).



## The CD-ROM Directory

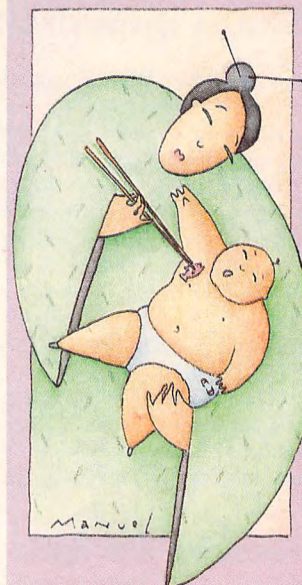
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For more information about CD-ROM technology, check out the CD-ROM Forum (GO CDRAM).



## Strained Sushi, Etc.

Bringing up baby is a challenge for most new parents, but Masami and Shin Miyake were confounded by the American culture, baby foods and climate when they moved to Tenafly, N.J., a few months ago from their native Japan with 8-month-old son Kohtaro in tow.

While American parents tend to use commercially prepared baby food, a typical Japanese menu for a little tyke is fresh white fish boiled with soy sauce and sugar, soft cooked rice and boiled spinach.

Also, most city governments in Japan offer free classes for new mothers on how to care for babies.

The couple discovered that American parents frequenting the Education Forum were thrilled to discuss child-rearing tips and techniques.

"Kohtaro is my first baby. I am a stranger in America. All things are new," said Shin, who wondered what kinds of foods babies eat in the United States and whether they play outside in the winter.

Shin was encouraged by forum members to meet other American mothers face-to-face in local parks, play groups and the La Leche League.

For more information on parenting, consult the Education Forum's (GO EDFORUM) Section and Library 5, "Early Childhood."

## Lit's Greatest Hits

Did you know that on December 2, 1814, the Marquis de Sade died—and was kept in an open casket for 48 hours to prove to the world that he was really dead? And do you know the anniversary of the date in 1916 that Somerset Maugham sailed for Pago Pago on a ship whose passengers included the prostitute and the missionary who inspired "Miss Sadie Thompson"? Every day, LitForum.

member John L. Myers posts "Today in Lit," a sort of electronic calendar-cum-historical-gossip-column of who did what to whom through the ages, and who wrote about it later. Our favorite recent posting was a commemoration of a 1982 interview with Fran Liebowitz in which she was asked if she found a thesaurus helpful when she wrote. "No," said the author. "I've never been able to figure out how to use one. I must have been absent that day."

Yes, and why isn't there another word for "thesaurus"?

## Being the Big Cheese by Wire

Watching you from a distance is not only God, but perhaps also your boss.

Corporate acquisitions, telecommuting and multiple offices mean that many managers are in charge of people working somewhere else. Managing from a distance takes some special skills, according to Gil Gordon, a New Jersey-based telecommuting consultant and section leader in the Working

From Home Forum. Writing in the Bureau of Business Practice's newsletter *Management Letter*, he recommends to managers:

- ▶ Give clear assignments and ongoing feedback.
- ▶ Be accessible. Use the technology to develop an open-door policy with subordinates who are thousands of miles away.
- ▶ Use your interpersonal skills

to understand and help remote employees just as you would employees with whom you are working face-to-face. Those who are working from a distance still need to feel they are an integral part of the work group.

For more information, consult the Working From Home Forum (GO WORK), Magazine Database Plus (GO MDP) or Iquest (GO IQEST).



## Sharp Support from Someplace Else

Own a Sharp Wizard? Support for this electronic hand-held personal organizer, the rage of the younger executive set, is available from what seems to be an unlikely source—the Macintosh Systems Software Forum (GO MACSYS). As Sharp Product Manager Scott Campbell points out, “We call the Wizard ‘the Macintosh of the organizer world’ because, like the Mac, it’s on the cutting edge.”

Upon discovering an add-on program (created by forum member Danny Goodman) enabling direct transfers of data from the

HyperCard program Focal Point II to the Wizard, Campbell decided to contribute a stack of his own. The file, HC-WIZ.BIN in Library 12, takes HyperCard’s address stack information and moves it to the Wizard via Sharp’s Organizer Link software.

Campbell believes that both Wizard owners and Sharp benefit from his regular participation on the message board. Says Campbell, “I get invaluable feedback that immediately goes back to my factory.”



## Freedom Uploads

Next month marks the 30th anniversary of Amnesty International. The London-based human rights organization, founded by British attorney Peter Benenson in May 1961 to support prisoners of conscience, has grown to a membership of more than 500,000 on six continents. Now AI is active online, too.

AI issues more than 500 Urgent Appeals (UAs) annually through which it requests members to contact specific government officials holding political prisoners.

“We post UA notices and updates in Library 15, ‘Ethics/Human Rights,’ of the Issues Forum (GO ISSUES),” says Kevin Axelson, “because it allows us to quickly communicate with our members.”

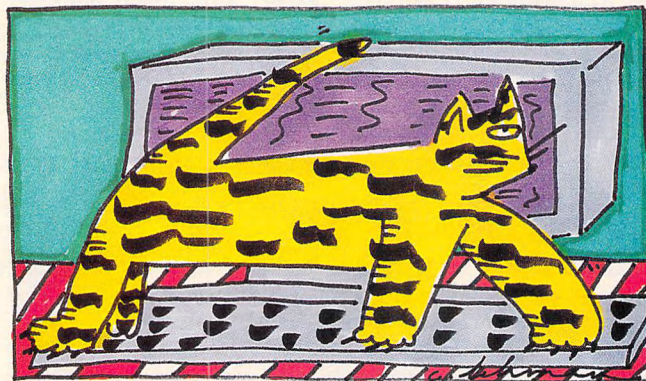
Forum member Larry Rood regularly downloads the appeals, locating the latest files with the search string UA\*. “Using my computer fax board, I forward letters to the appropriate officials demanding that they end the incarceration and torture,” he says.

Those without a fax machine or board can use CompuServe Mail’s Fax and Postal Delivery options (GO MAIL) to send their letters.

## MONITOR

Contributors:

Cathryn Conroy, Mike Pietruk,  
Lindsay Van Gelder



CONNIE LEHMAN

## Hit the Tabby Key

Next to cat hair in disk drives, one of the biggest problems of those of us who own both felines and computers is the pitter-pat of little paws across the keyboard. To prevent your precious puss from reformatting your hard drive, you might consider downloading LOCKER.ARC from Library 1, “General Information,” of the Pets Forum (GO PETS) or Library 10, “General Information,” of the Good Earth Forum (GO GOODEARTH). This simple utility allows you to lock and unlock your keyboard with a three-key combination keystroke. It’s also useful for those non-pet owners who don’t want co-workers to have access to their computer files.

## Instant Rocket Repair

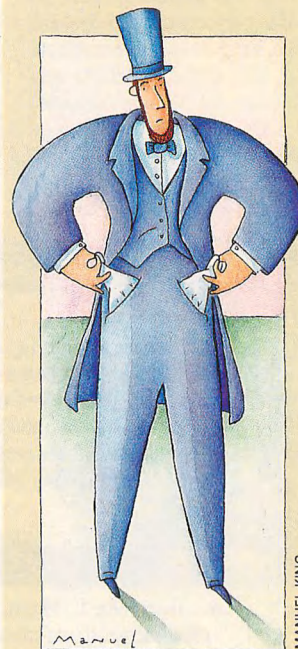
We’ve all had those horrible, helpless moments: there you are in Okeechobee, Fla., and the nose cone on your model rocket suddenly breaks. Or you find yourself in need of a last-minute hostess gift for a model helicopter fancier in Kodiak, Alaska. What to do? Well, if you have your modem handy, you simply access ModelNet (GO MODELNET) and head right for Library 4, “Hobby Store Index.” Browse using the key word of any state name, and you’ll get a list of local hobby shops, including their street addresses and phone numbers. Library 3, “AMA Club Index,” has a similar database for those who need to find the model flying club nearest them. Both indexes are updated monthly from the official files of the Academy of Model Aeronautics.

## A Short History of Assessment

H&R Block (GO HRB), the nation’s leading tax preparer, has compiled a compendium of fascinating tidbits in “Tax Trivia,” Section 10 off its main information menu.

Among the gems:

- ▶ In 18th-century England, taxes were based on the number of fireplaces and hearths a home had.
- ▶ In the United States, Missouri, in 1820, levied a \$1 tax on men between the ages of 21 and 50 if they were not married.



MANUEL KING

- ▶ The federal income tax in America was originally implemented to support the Civil War. President Lincoln misunderstood the then presumably simpler tax code and overpaid by the astounding sum of \$1,279.15.
- ▶ It was not until the ratification of the 16th Amendment in 1913 that the income tax became a permanent, and ever more important, source of federal revenue.

In addition to the helpful tips and hints in HRB you can obtain tax assistance from the accountants and financial planners who frequent Section 7, “Fin/Plan./Taxes,” of the Investors’ Forum (GO INVFORUM).



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## Current Hits

by David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of the files uploaded in recent months. For a more up-to-date list, check the weekly "Uploads" columns in *Online Today* (GO OLT-3700). To locate a file that has been moved to another library, use the BROWSE command and a wildcard. For example, type BRO \*.ARC at any forum prompt.

### AAMSI MEDICAL FORUM (GO MEDSIG)

**Life Estimator**—LEX, a program that estimates the user's life expectancy through a series of menus concerning health, life-style and heritage. Requires MS-DOS. Color optional. Shareware. File LEX.ZIP (96,128) in Library 13, "General Software."

### AMIGA ARTS FORUM (GO AMIGAARTS)

**Ski Skill**—*Downhill Challenge*, an arcade game for the Amiga in which you can control a skier who has five chances to complete the course before being disqualified. The longer you stay up the faster you ski and the more points you accumulate. File DWNHIL.LZH (84,736 bytes) in Library 2, "Games."



### GENEALOGY FORUM (GO ROOTS)

**Genealogy Program**—Newest version of Brothers' Keeper, a genealogy program for MS-DOS systems. Handles 15,000 names with dates and locations. Prints several charts and reports. GEDCOM file transfer is available. Uploaded by John Steed. Shareware. File BK.EXE (157,056 bytes) in Library 3, "MS-DOS Software."

### GRAPHICS CORNER FORUM (GO CORNER)

**Screaming Eagle**—A GIF image of the F-15 Eagle, considered to be the most powerful fighting aircraft ever built, capable of flying at Mach 2.5+ at 60,000 feet and accelerating during a straight vertical climb. A forum Hall of Fame winner for December. File F15D.GIF (83,358 bytes) in Library 4, "Hall of Fame."

### HEALTH & FITNESS FORUM (GO GOODHEALTH)

**Fat Fighter**—Get Control, a shareware program for MS-DOS systems to track calories, fat, cholesterol and sodium consumption. The database features more than 1,000 items and new items can be added. Use this program for analyzing your diet or recipes. Includes fast food restaurant foods and brand-name foods from the supermarket. You'll find the program in the file CONTRO.ZIP (117,556 bytes) in Library 10, "Nutrition."

### HUMAN SEXUALITY OPEN FORUM (GO HSX-100)

**Online Encounters**—A file containing highlights from the Human Sexuality Information Advisory Service. Experts answer questions about the emotional and intimate aspects of the computer and those who use it to communi-

cate with others in online encounters. File RELATE.HSX (16,692 bytes) in Library 7, "Online Relating."

### IBM NEW USERS' FORUM (GO IBMNEW)

**Tank Warfare**—*Tank Wars*, a game in which one to 10 players attempt to destroy each others' tanks. There are 18 weapons that you buy with points earned in victories. Six separate computer intelligences. Requires VGA. Mouse optional. File BOMB20.ZIP (134,936 bytes) in Library 6, "Gen Fun & Games [N]."

### LEGAL FORUM (GO LAWSIG)

**Air Bill Printer**—A program that allows printing of Federal Express or Express Mail (US Mail) air bills on a dot matrix printer. You can keep an online list of names and addresses of people to whom you're sending letters and packages. Limited only by disk space. Fully networkable and supports file and record locking to protect record integrity. Includes complete online context-sensitive help. Shareware. File FEDEX.EXE (161,896 bytes) in Library 5, "Software."

### MACINTOSH APPLICATION FORUM (GO MACAP)

**Excel Expense Manager**—An expense tracking program to use with Excel 2.2. With it, you can print monthly and yearly reports for all categories. Has full feature, pull-down menus and dialog boxes. This version has 25 user-customizable categories. File EXPENS.CPT (18,944 bytes) in Library 4, "Spreadsheets/Models."



### MACINTOSH ENTERTAINMENT FORUM (GO MACFUN)

**Deep Space Drifter**—A science fiction text adventure. Find your way through the caves and explore the planet below. Explore the caves and swamp. Defeat the mechanical foe and escape with your life. Developed with the Text Adventure Development System. Shareware. File DEEP.PIT (208,256 bytes) in Library 3, "Adventure/War Games."

### MACINTOSH SYSTEM FORUM (GO MACSYS)

**Label Printer**—LOODLE, a utility for the Macintosh used for preparing and printing labels for 3.5-inch diskettes on a LaserWriter or similar printer. Put a disk into the drive and LOODLE does the rest. Uses commercially available label forms. Also produces a text file catalog of disks and files for hard copy printing. This version features Icon Mover to copy application icons onto labels. Shareware. File LOODLE.SIT (59,520 bytes) in Library 6, "Utilities."

### MIDI/MUSIC FORUM (GO MIDI)

**Music Organizer**—A music catalog database for MS-DOS systems for amateur or professional collectors. Shareware. Requires hard disk and printer. File MUSLIB.ZIP (179,254 bytes) in Library 7, "MS-DOS Files."

### PC MAGNET UTILFORUM/TIPS FORUM (GO PCM:UTILFORUM)

**Book Format Printer**—PC Booklet printing utility. Prints documents on laser printer for folding into a booklet. Supports all paper sizes. Supports lines per page, left and right indent, extra space for fold, top margin, page numbering, file name and/or date (DMY,MDY and YMD formats) header. Program can be customized to your favorite defaults. New version includes ring binder order, restart and font transformation. File BOOKLT.ZIP (23,820 bytes) in Library 16, "Other Utilities."

### TRAVEL FORUM (GO TRAVSIG)

**Courier Travel**—Transcript of a conference dealing with courier travel that may allow you to travel on airlines worldwide for free. Using the system, you leave all but your carry-on baggage at home and travel to distant places as a courier by giving your baggage allotment to a company that must get items to another part of the world quickly. You'll find information about courier travel in the file COURIE.CO (12,485 bytes) in Library 0, "General Interest."

### VENTURA SOFTWARE FORUM (GO VENTURA)

**Screen Capture**—SCIM, a screen image capture utility for IBM PCs or compatibles. Capture any text mode or standard CGA, EGA, VGA or Hercules monochrome or graphic screen and save the result as a GEM.IMG file. File SCIM.ZIP (14,320 bytes) in Library 7, "Utils/3rd Party SW."

### ZMAC DOWNLOAD & SUPPORT FORUM (GO ZMC:DOWNTECH)

**Mac Screen Saver**—Flash-It, a shareware screen-capture init. Saves screen dumps to PICT files, saves dumps in the file format of your favorite graphics program, captures screen with menus pulled down, color screens. Major interface improvements, allows large de-magnifications, supports PICT-file/RSRC-file/scrapbook/printer. File FLASHI.SIT (71,552 bytes) in Library 3, "Inits, cdevs, FKeys."

David Peyton co-authored *How to Get the Most Out of CompuServe*, now in its fourth edition. His CompuServe User ID number is 76703,244.



# Oldies but Goodies

by David Peyton

Following is a list of files uploaded to CompuServe forums more than a year ago that have won the right to be called "oldies but goodies," either by the recommendation of forum managers or by the number of downloads each file has received.

## COMMODORE ART/GAMES FORUM

(GO CBMART)

**Space Game—Starfighter128**, a space theme game for the C128 only. Requires an 80-column monitor. Color not required. Game includes hints on how to play and how to survive. Public-domain software by Jerry W. Whitfield. File STARFI.BIN (21,888 bytes) in Library 9, "Adventure Games."

## DATASTORM FORUM

(GO DATASTORM)

**ProComm**—Version 2.4.3 of PROCOMM, one of the world's most famous shareware terminal programs of MS-DOS systems. Main program can be found in PROCOM.ARC (142,788 bytes). Utilities can be found in PCMUTL.ARC (28,837 bytes). Documentation can be found in the file PCMDOC.ARC (104,673 bytes). All in Library 4, "ProComm."

## EDUCATION FORUM

(GO EDFORUM)

**Algebra Help**—A quadratic equation tutorial for MS-DOS systems. Part of a full 1.6MB five-year algebra course, from counting numbers to imaginary numbers. A new teaching concept combining programmed learning and artificial intelligence. A total of 17 detailed algebra topics. Registration required for full program. File MATH1.EXE (115,712 bytes) in Library 2, "Shareware & PD SW."

## GAMERS' FORUM

(GO GAMERS)

**Two Adventures—Aldo's Adventure**, a game of ladders, ramps, hazards and prizes for MS-DOS systems. For EGA or VGA video systems. Original adventure is ALDO.ARC (28,032 bytes). A second *Aldo Adventure* is in file ALDO2.ARC (35,840 bytes). Both files in Library 7, "Action/ Arcade Games."

## GRAPHICS SUPPORT FORUM

(GO GRAPHSSUPPORT)

**GIF to PCX**—A program for MS-DOS systems to convert CompuServe GIF graphic image files into black-and-white PCX files. Program is used primarily for translating GIF files into clip art for publishing and word processing and not for display. It does not create color PCX. Translates color into dithered gray tones. Documentation included. Shareware by Bill Hinkle. File GIFPCX.ARC (36,042 bytes) in Library 4, "Format Conversion."

## HYPERTEXT FORUM

(GO MACHYPER)

**Drink Recipes**—A HyperCard stack of drink recipes, famous and not-so-famous, with the ability to search by principal ingredients, names and more. File BARTEN.PIT (33,408 bytes) in Library 6, "Reference Stacks."

## IBM APPLICATIONS FORUM

(GO IBMAPP)

**Mortgage Estimator**—A Lotus 1-2-3 template used to determine the maximum cost and mortgage that your income will support. User supported. File MAXMOR.EXE (8,998 bytes) in Library 4, "Personal Acct [A]."

## IBM NEW USERS' FORUM

(GO IBMNEW)

**Tetris Without Graphics**—A non-graphic Tetris-like game. Play one-on-one. Color and animation. File DBLOCK.ZIP (33,792 bytes) in Library 6, "Gen Fun & Games [N]."

## IBM SYSTEMS/UTILITIES FORUM

(GO IBMSYS)

**Duplicate File Finder**—A utility that finds duplicate files on your disk so you can delete them and free up disk space. On a 640K machine, it can handle several thousand files quickly. On an 8MHz IBM PC/ART, it handles 1,100 files in about 30-45 seconds. Shareware. File DUPES1.ZIP (10,496 bytes) in Library 6, "File Utilities [S]."

## MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

**Consumer Game—Gobbler**, a snake-type arcade game. Eat mushrooms, avoid obstacles, snare goodies. Fifteen levels, sound, on-screen help. Runs in color on machines with color monitors. Text file archived with the program has full instructions and details. Shareware. File GOBLER.SIT (45,312 bytes) in Library 2, "Arcade/Action Games."



## MACINTOSH NEW USERS'/HELP FORUM

(GO MACNEW)

**Full Report**—MacEnvy, a cdev that tells everything about your Macintosh system, both hardware and software. File MACENV.SIT (75,392 bytes) in Library 7, "System Tools."

## MACINTOSH SYSTEM FORUM

(GO MACSYS)

**Printed Output Viewer**—Preview, a printer driver (selectable with the Chooser), allows any printed output to be viewed on the screen in miniature. Includes documentation and a function key to switch back and forth to Preview with one keystroke. Shareware. File PREVU.PIT (17,280 bytes) in Library 10, "Printer/Output."



## MICROSOFT APPLICATIONS FORUM

(GO MSAPP)

**Lear Jet Demos**—An archive that contains six demonstration flights of the Lear Jet in Microsoft Flight Simulator 3. Included are a landing on the Golden Gate Bridge, a

Manhattan fly-by, a night landing on the Nimitz aircraft carrier, a river approach to Washington National Airport Runway 18, an ILS approach through a cloud deck to Chicago/Midway, aided by the EFIS/CFPD (head-up) display, and a circling view of the space shuttle on a pad at Cape Canaveral. File LEARDE.ZIP (24,878 bytes) in Library 15, "Flight Simulator."

## MODEM GAMES FORUM

(GO MODEMGAMES)

**Battleship For Two—Modem Battleship**, a shareware modem game by Gerry Freyman. Only one player need run the program, allowing tele-gaming between unlike computers. Main screen options include dial, answer, game, DOS shell, chat mode and quit to DOS. File BATTLE.ARC (106,120 bytes) in Library 11, "Other Modem Games."

## PC MAGNET

(GO PCM:UTILFORUM)

**Management Utility**—Treeview, a multi-featured disk/file management utility. Intuitive user interface, multi-directory windows, directory tree, file viewer, mouse support, EGA 43/VGA 50 lines modes and more. Easy modification of DOS file attributes. Complete documentation included. Shareware. File TREEVU.EXE (127,457 bytes) in Library 14, "ASP UTILS."

## WORDPERFECT A FORUM

(GO WPSGA)

**No Paper Templates**—Popup Screen Templates for WordPerfect 5.1 by PSW/Power Software. A memory-resident program that eliminates the need for paper templates by displaying the function key assignments at the press of a hot key. Shareware. File WPTEMP.ZIP (10,347 bytes) in Library 1, "WordPerfect 5.1."

## ZENITH DATA SYSTEMS FORUM

(GO ZENITH)

**World Clock Graphic**—GEOCLOCK, a professional geographic world clock that emulates the Geochron World Time Indicator used by NASA. Map has principal cities, highlighting area now in sunlight. Shows local sunrise, sunset, azimuth, elevation and more. Zoom a region, measure distances, shift times. For EGA, VGA, Super VGA. File GEOCLK.ZIP (147,898 bytes) in Library 6, "DOS Applications."

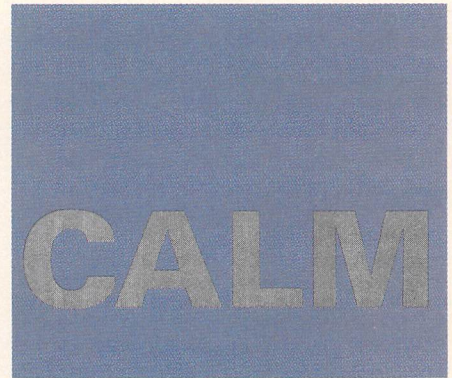
## ZMAC DOWNLOAD & SUPPORT FORUM

(GO ZMC:DOWNTech)

**Mac Terminal Program**—ZTERM, a fast and efficient telecommunications program that can store settings, phone numbers and simple macros. ZTerm supports ZMODEM, XMODEM, YMODEM and CompuServe's QuickB protocol. File ZTERM.SIT (148,992 bytes) in Library 1, "Applications."



# THE STORM BEFORE THE



## FEATURE

### CM's Cover Story:

▼  
Keeping Up  
Through a Down  
Market

▼  
NAIC Eyes  
the Horizon, p. 14

► **Investors needn't claw their way out of a bear market—there are ways to ride out, or ride on, a recession.**

Times are tough. Business is down, and unemployment is up. Investments that looked safe and sound just a few months ago no longer look so secure. Stocks and bonds have been on a wild roller coaster ride. Traditional havens of safety, the banks and the thrifts, are no longer as secure as they were a decade ago. Dazed by all the doom and gloom, investors are scrambling for cover as the first recession in a decade grips the United States.

But not all believe it is the end of the world. Reg Green, editor of the Mutual Fund News Service in Bodega Bay, Calif., contends that recessions are periods of promise, not despair. "This is the time when the rich get richer," he says.

Others agree. "It's always darkest before the dawn," says Shelby Davis, portfolio manager for the New York Venture Fund. Although he doesn't see the dawn yet, Davis observes that periods of recession offer great rewards for those willing to take the risks. "The Asians have a saying: Out of crisis comes opportunity," he says.

While some cautious investors may abandon the stock market for the safest refuges

during recession—hard cash, or what the experts call "cash equivalents"—many do not.

Nancy Crays of Lafayette, La., an active participant in the Investors' Forum (GO INVFORUM) and an industrial psychologist, thinks that recessionary times are times to move forward, not backward, and that opportunity is everywhere to be had, even in the stock market. She's heavily invested, but looking for bargains.

"With the recession and the war, and the analysts saying that there would be a big downturn in the 'market', my husband and I considered liquidating our stocks," she says. But Crays doubts that she will divest, since she invests for the long term.

"I buy when I think a company is undervalued and has good management, and I sell when I believe a firm's stock is overvalued due to reduced earnings or revenues."

Crays has followed the stock market since she was a teen-ager living in Saudi Arabia where her father was an oil worker. She used money earned from summer jobs to invest in the market, following the advice of her father, who was also an avid trader.

While Crays won't disclose her portfolio size, she says it is diverse and includes as many as 30 to 40 stocks and mutual funds at any one time. It ranges from a collection of high-tech companies, including Sun Microsystems, Conner Peripherals and Adobe, to









There's no slowdown in opportunities: Crays

firms in basic industries such as Reynolds Metals and Dow Chemical.

Even though the financial services industry has taken a beating, she continues to hold shares in Golden West Financial and Great Western Financial, two California-based thrifts conservatively run and very healthy. And true to her upbringing as the child of an oil worker, she owns shares in Halliburton, an oil and gas services concern. When it comes to mutual funds, Crays likes the Neuberger & Berman Manhattan Fund, a no-load, open-end fund, and Adams Express, a closed-end fund that trades on the New York Stock Exchange.

Does Crays fear holding so many stocks at a time when other investors scurry to cash? Her response is a resounding, "No. The recession will come to an end. It won't last

forever." When it evaporates, she says she will be positioned to take advantage of improvements in the economy. For diversification, Crays has also put some of her money into a tax-exempt municipal bond fund and some in a real-estate investment trust.

Crays relies on CompuServe to help her make her investment decisions. In addition to spending time in the Investors' Forum, she also checks into the National Association of Investors Corp. Forum (GO NAIC). "The practical suggestions I receive in the forums are far more valuable than what I find in \$200-and-up newsletters," says Crays. She has found NAIC's EvalForm software an indispensable tool in selecting winning stocks, and also uses the Value Line Data Base II (GO VLINE) of 1,800 stocks in her research.

Crays emphasizes that she's an investor, not a trader, and looks to hold her stocks for years. "I don't think buying and selling the same stocks over and over because of market conditions is worthwhile. First, the analysts aren't always right even when they agree —

## NAIC: The Granola Approach

by Jenifer Rueff

Investing in the 1990s: Financial industry experts already are telling us it won't be the fast buck of the 1980s. We're likely to be mired in bear markets that will last longer and in recovery periods that are much more transient. So where in this plodding investment scenario can you find an edge?

Members of the National Association of Investors Corp., who maintain their own forum online (GO NAIC), would tell you to do what they've done all along: get back to the basics. Invest in good old common stocks, take a long-term view and be disciplined about investing.

While they often may be eager to trade hot stock tips, NAIC members will quickly tell you to do your own analysis and make up your own mind. "I would guess there are few people in NAIC who would rush out and buy a stock without investigating it—that's such a basic part of our method," says Bruce Wagner, an NAIC director.

That "method" has worked for thousands of investors since NAIC began in 1951 as the National Association of Investment Clubs. Today, with almost 100,000 members, NAIC is the largest organization of its kind in the United States. Its forum provides a link to the organization for both clubs and individual NAIC members, as well as resources for

those interested in learning their approach to investing.

NAIC's success is based on a fierce dedication to educating and empowering the individual investor, which NAIC does in two ways: by promoting a disciplined, value-oriented investment method for wealth-building with common stocks, and by providing a unique support system for investment education through its more than 7,000 investment clubs in the United States.

With NAIC, you don't need a lot of money to get started. What you do need is a commitment to consistent, life-long investing. It's not how much, but how often you invest that counts.

NAIC members, whether individuals or clubs, are encouraged to commit to four basic principles:

- ▶ Invest a set sum of money once a month in common stocks, regardless of general market conditions.
- ▶ Always reinvest dividends and capital gains immediately.
- ▶ Buy growth stocks—companies whose sales are increasing at a rate faster than the industry average and that have good prospects for continued growth.
- ▶ Invest in a variety of industries to help spread risk and opportunity.

While NAIC's investment methods may seem "vanilla," its investment goals are not: Each member strives to double his or her money every five years. But NAIC's "method" is only half of the group's appeal. NAIC's network of clubs is a unique way for investors to learn and share investment experiences in a friendly social setting.

"The main advantage of a club is that it gets you there every month. It helps build discipline. You're more likely to do your homework on a stock if you're accountable to a group," says Wagner. "You're less likely to miss out on opportunities or make impulsive investment decisions you may regret later. But there's also the social aspect. It can be great fun just getting together face-to-face to share your experiences with others."

Typically, clubs are formed by a group of friends who may belong to the same church or civic group, or who work together. Most important, they're comfortable together. "Your club members should be people you're willing to trust your money with and to stick with for years," says Jack Patterson, an active NAIC member in a club he started in 1961.

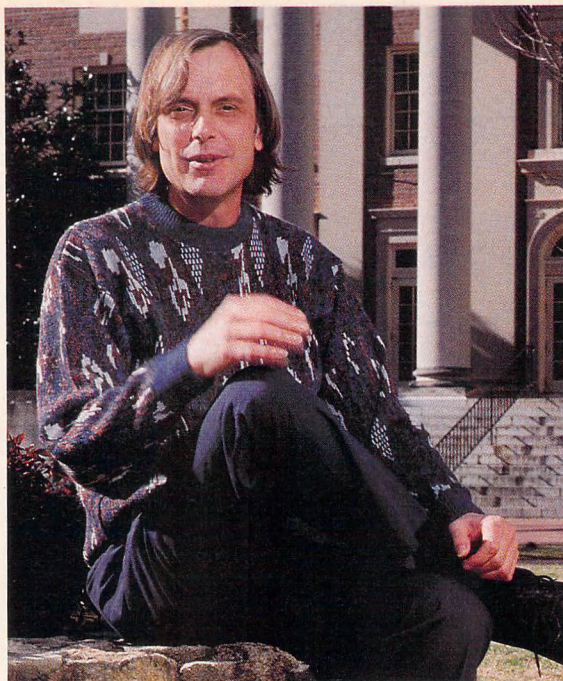
Each investment club is an independent organization that determines its own meeting dates, bylaws and club name, although



and they never agree. Second, if I sell, I pay a commission and taxes (if there is a profit), and if I buy back, I pay another commission."

If you are like Nancy Crays, you want to take advantage of opportunities during a recession, not only in the stock market, but in other investments as well. But where do you find them and how do you take advantage of them? Those in the know say your first action should be to step back and take an inventory of your goals and temperament. You should assess not only your long-term objectives, but also your financial health and psychological makeup.

Generally, investments are defined as minimum, low, moderate and high risk. You don't want to assume a high-risk investment only to discover that you have a low-risk disposition. You might be eager to take a flyer on a hot new issue when it's climbing, but you might later find yourself with a churning stomach when the stock



Relatively few institutions have closed: Hinrichs

suddenly falls.

Once you are ready, it becomes a matter of determining your investment strategies. And when the economy is at low-tide and you're searching for answers beyond stowing cash under the mattress, consider some of

the following financial vehicles experts advise for each risk category.

### Minimum Risk: CDs, Money Markets

In years past, the safest decision was easy to make. When times got hard, people made sure they put hard cash in the bank. But with so many banks and thrifts falling like dominoes, the safest decision is no longer so safe. The recent failure of the Bank of New England and the closure of dozens of institutions in Rhode Island have forced people to wonder whether the money they have today will be available tomorrow.

Paul Hinrichs, an assistant manager in the Investors' Forum and a trader and software specialist for a small investment firm, puts things into perspective: "Savers should keep in mind that only a small percentage of institutions have been closed by the regulators. Most of these have immediately been merged with healthier banks or thrifts."

they're patterned after NAIC standards. Memberships average about 10 to 15 members. Club members generally start out by contributing at least \$20 per month, but there's no requirement that each person contribute the same amount.

Monies are pooled at each monthly meeting. Members share their stock recommendations, and funds are used to purchase shares in stock decided on by the group. The club treasurer records each member's contribution and keeps track of the earnings allocated to member accounts.

While contribution amounts may seem modest, clubs that have been at it for many years boast portfolios of \$150,000 or more. "It would blow your mind to see the value of some of our clubs' portfolios. One of our original clubs is now worth more than \$1.5 million," says Wagner. "One of the founding members still puts in only \$25 a month—and he owns the biggest chunk of the club."

Most NAIC club accounting and investment analysis has been done with pencil and paper. Now, thanks to the labors of its Computer Group, most of NAIC's stock study tools and club accounting methods have been converted into easy-to-use software, which is supported in the forum.

Currently, NAIC offers three programs: EvalForm, which applies NAIC's stock selec-

tion method; ComRep, which allows users to produce comparison reports based on data from EvalForm; and NAIC Club Accounting software, which can convert anyone with an IBM-compatible computer into a full-fledged club treasurer.

"We estimate that with the resources available through our software and CompuServe, NAIC members can easily double or triple the number of stocks they study each month. Where it used to take about two hours to study one stock by the NAIC method, with a computer you can easily cut it to a half-hour or less," says Wagner.

The NAIC Forum itself is not a dues-paying investment club, but a meeting place where club members of varying locales and experience can exchange investment opinions, share tips on using NAIC software, discuss local club happenings and communicate with NAIC principals, mainly via scheduled conferences. Forum visitors often have questions about the organization, particularly on how to start a club, or whom to contact to learn of membership openings in clubs nearby.

Forum Manager Dick Kenfield believes NAIC's investment rationales take time to learn and, especially, to appreciate. "You can't sell newspapers writing about what we

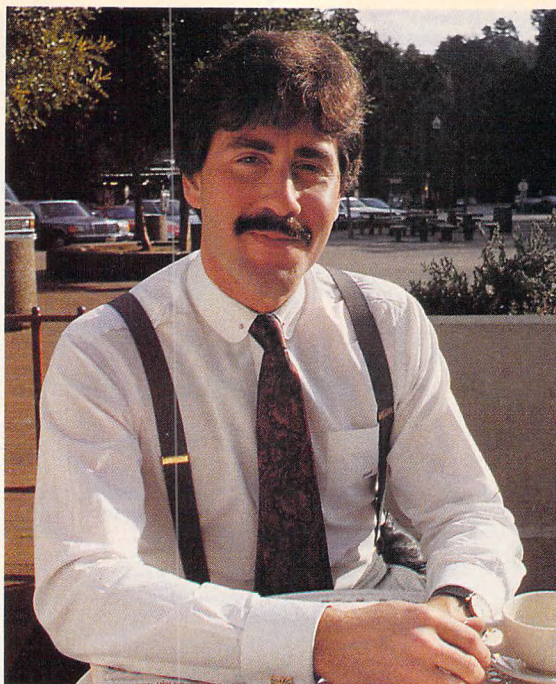
do ... but I think the opportunities in our forum really are exciting. I've heard if you're playing the market, you have to be right 80 percent of the time in order to make money. You lose just being right half of the time. My experiences have certainly proved it true."

The financial gurus always seem to return to promoting principles similar to NAIC's whenever the market takes a break from its spastic turns, says Kenfield. "They come on and say now is the time to invest in value. That's what we've been saying all along. The guy who wrote our original EvalForm program said, 'When you talk to a trader about the long term, they think of the weekend.' If we decide to buy a stock on Thursday, we don't care if we don't buy it until next week. It'll still be a good buy."

NAIC's philosophy has gotten Kenfield and many others through such downturns as the 1987 crash, and will again, he says. "Many of our members learned a lot that year. But after you go through a couple of those, you don't get excited about it. Now as I look back, I wish I'd invested \$20 a month instead of \$10."

*Jenifer Rueff is a free-lance business writer based in Chicago.*





Check your bank's stability: *RateGram's* Bradshaw

And, of course, there remains the federal protection of accounts. "Thanks to this insurance," Hinrichs notes, "not one depositor in a federally insured institution with \$100,000 or less has lost a dime in the process."

The guarantee of safety comes from two federal agencies. Bank deposits are insured by the Federal Deposit Insurance Corp. (FDIC), while thrift savings are insured by the Savings Association Insurance Fund (SAIF), which replaced the old Federal Savings & Loan Insurance Corp. (FSLIC). "Just be certain that your savings institution is covered by this protection," Hinrichs says.

Such a payoff record has not been true of privately insured institutions. The governor of Rhode Island closed down 45 credit unions, loan companies and banks in January, severing more than 300,000 depositors from their funds. Many got their money a few days later when some institutions reopened under federal protection, but many others lost their savings because the government refused to insure them due to loan problems.

That any institutions, private or public, have failed in recent years has prompted investors to check the financial stability and worthiness of where they stash their cash or buy CDs. *RateGram* (GO RATEGRAM), which offers a weekly updated listing of the highest rates paid on CDs by US financial institutions, also rates the safety of banks and thrifts. Recognizing the growing concern on the part of investors, *RateGram* assigns a rating to each bank and thrift.

Institutions meeting the strictest standards of net worth established by federal regulatory agencies and by GAAP (Generally Accepted Accounting Principles) have a +++ rating. Institutions with a ++ do not meet the toughest standards, while those with only a + carry troubled loan and investment portfolios, although they are still solvent. Institutions with no assigned rating are insolvent or near insolvency. *RateGram* has a complete set of instructions online that explains this security rating system.

Martin Bradshaw, *RateGram's* founder and publisher, suggests investors carefully screen institutions where they buy CDs, if they want peace of mind as well as high yields.

He is "completely confident" having his money in bank or thrift accounts, however. In fact, Bradshaw puts as much as 95 percent of his own savings in CDs, but he trusts only institutions with federal insurance.

When the Bank of New England failed in January and declared bankruptcy, regula-

tors paid \$16 billion to depositors, including \$2 billion to those having more than \$100,000 deposited at the bank. "They paid everyone off," says Bradshaw, but he adds that we can't expect the government to do that in the future if more banks fail.

If you feel that CDs or savings accounts are questionable or won't fit your needs, consider money market funds that invest only in US Treasuries. These funds are known as "cash equivalents," and they are almost as liquid as cash, backed by the full faith and credit of the government.

Reg Green says these money market funds are great for people who want to simply match the growth of the economy. Most match the ebb and tide of inflation. During periods of deflation, their capital is protected.

Hinrichs, a member of a professional investment group, has invested mostly in money market funds since last October. He especially trusts those that heavily invest in federal government obligations.

One such fund is offered by James Benham of Benham Capital Management, a family of money market and government funds headquartered in Palo Alto, Calif. His \$3.3 billion Capital Preservation Fund is one of just seven funds in the United States that invest only in ultra-safe, short-term federal securities such as T-bills. "Other money funds primarily focus on such instruments as 'commercial paper', which won't be worth much if something catastrophic happens to the economy," says Benham. "My funds, on the other hand, are completely liquid without sacrificing safety."

After working as a bank examiner, Benham started Capital Preservation in 1972 as an alternative to bank savings accounts. "I was concerned about bank holidays," he says. "People weren't worried about banks failing then, but they are worried about it now. I guess I was 20 years ahead of my time."

#### Low to Moderate Risk: Bonds

Generally, higher rates of return require higher risk taking. The next step up the risk ladder from certificates of deposit and money market funds are bonds or mutual bond funds.

## An Introduction to NAIC's Forum

Here is a quick guide to the forum's libraries, with a few of the most frequented files highlighted. For more information about NAIC clubs or the NAIC Forum, contact Dick Kenfield, NAIC Forum sysop (71540,373) or write or call NAIC, 1515 East Eleven Mile Rd., Royal Oak, MI 48067; 313/543-0612.

Forum Info/Help (Library 1) gives a general introduction to the NAIC Forum and how to use it.

About NAIC (Library 2) provides an overview of the NAIC investing method and details the popular NAIC low-cost investing plan. Recommended browsing files: MANUAL.TXT, MAIL.TXT, INVEST.TXT, PRNCPL.TXT and LIST.LCP.

Local Happenings (Library 3) lists notices of upcoming regional meetings, including local contact people.

Club Operations (Library 4) provides information on starting and operating an investment club. Recommended browsing files: IVCLUB.TXT, AGREE.TXT, IRS550.TXT.

NAIC-Royal Oak (Library 5) lists NAIC stock reports, including recommendations printed in *Better Investing*, *BITS* and from the NAIC Securities Review Committee.

Computer Investing (Library 8) provides computer investing tools, including spreadsheets, software and portfolio analysis.

Conference Material (Library 10) provides transcripts from past NAIC conferences.



US Treasury bonds are most appealing during recessions when stock markets appear too anemic. In early 1991 the bellwether 30-year government bonds were paying 8.3 percent interest compared to the 6.5 percent returns of T-bills.

A word of warning: Some experts believe that you should not invest in 25- or 30-year bonds because the future is too unpredictable. The higher levels of inflation could eat away not only your interest but also your principal. Instead, three- to five-year bonds are recommended.

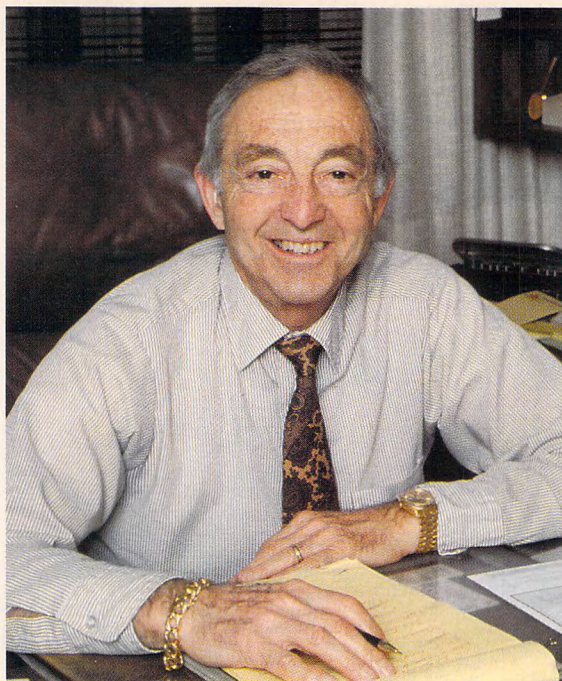
Although there is no guarantee of principal or interest, many investors enter the bond market via mutual bond funds. The funds are rated regularly by a variety of independent services, for safety, and can take much of the legwork out of investing.

For information about mutual funds specializing in bonds, check out *Money Magazine's FundWatch Online* (GO MONEYMAG). The database offers full reports on more than 1,500 funds, ranging from no-load to full-load funds, including dozens of bond funds, and allows investors to rank the best performing funds. The FundWatch screening process is menu-driven and easy to use.

Burton Berry, the San Francisco-based publisher of the *No-Load Fund X* newsletter, recommends mutual funds that invest in high-grade securities of foreign governments. Both men point out that these will especially benefit from a declining dollar, a prospect they envision continuing for the next several months.

Berry likes two funds: Fidelity Global and Scudder International Bond. Returns (combining dividends and capital appreciation) for last year were 14 percent and 23 percent, respectively.

Most experts these days advise investors to avoid junk bonds and junk bond funds, since they are hazardous to your financial future. These so-called "high yield" bonds are rated BBB or below. Many companies that issued these bonds have been unable to make their interest payments, and bond holders have been left out in the cold. More than \$22 billion worth of junk bonds defaulted in 1990, and the non-profit Bond Investors Association expects another \$25 billion will do so



'Upgrade' switches between mutual funds: Berry

this year.

Experts are also advising investors to be careful of municipal bonds and bond funds, as well. Make sure you buy only the highest rated bonds or funds. The credit rating of Philadelphia, for example, has been downgraded because spending has surpassed rev-

enues. When local governments collapse, bondholders are often the last to be paid. It's unlikely, but it can happen. State bond issues are still somewhat safe, but investors should check their risk worthiness.

### Moderate Risk: Stocks

Fixed-income investments, such as CDs, bonds and money market funds, are relatively liquid and accessible in an emergency. Add the fact that they are relatively risk-free, and you can see why they're so popular. But they don't have the potential for upside appreciation that stocks do.

Investors' Forum Manager Mike Pietruk says, "Historically, we see stocks begin to rise three to six months prior to the end of a recession. The problem, however, is that we know that exact timing only in retrospect."

For example, the stock market took off in August 1982, months ahead of a recovery. It was the start of what was to be the greatest bull market ever. The Dow Jones Industrial Average jumped from under 800 to 2700 in just six years.

Pietruk agrees with the longer horizon view of Nancy Crays and the NAIC. "Buyers of quality issues ought to be prepared to hold stocks for five years and longer. The economy moves in cycles, so it is just as important to invest in hard times as in rosy ones."

While the markets were down overall in 1990, selected individual stocks did well, and some outstandingly so. Those investors who adhered to contrarian instincts spotted these values even if other sectors were down. Contrarians go against the grain. When everyone else is selling, they are buying—but selectively.

For example, medical and drug stocks proved big winners in 1990. Companies that did well include biotechnology, medical suppliers, health-care providers and retail drug chains, according to a survey of the best performing industry groups by Dow Jones & Co. at the end of the year.

The US Department of Commerce, in its annual industry forecast, says that 110 of 184 manufacturing industries will do well in 1991, including high technology. On the other hand, the Big Three US auto makers and construction firms will have another down year, as will banks, insurance

## CDs and Money Markets

For the highest returns possible on federally insured CDs, turn to *RateGram's* (GO RATEGRAM) weekly updates of the top-paying accounts across the United States. Surveyed are liquid (bank and savings and loan) money market-style accounts along with CDs maturing in six months, one year, 30 months and five years. Rates, minimum required deposits, addresses and phone numbers (many toll-free) are supplied with each listing, along with a Safety/Net-worth index ranking.

If you prefer mutual fund money markets, *RateGram* also surveys those with separate reports for taxable and tax-free funds. Also consult Donoghue's Money Fund Report in the News-A-Tron (GO NAT) database, updated by 7 p.m. ET each Thursday, to discover the top-paying tax-free, general-purpose and government-only funds.

Rather own a Treasury bill from the US government? Learn about the Treasury Direct program in the Investors' Forum (GO INVFORUM) Library 2, "Bonds/Fixed Income," in file BUYBIL.THD.

Obtain your money market mutual fund's current and seven-day yield from Current Day Quotes (GO QQUOTES) using ticker symbols from Name/Symbol Lookup (GO LOOKUP). For a guide to reading and interpreting these quotes, see MNYFND.HLP in Library 5, "Mutual Funds," of the Investors' Forum (GO INVFORUM).



companies and savings and loans.

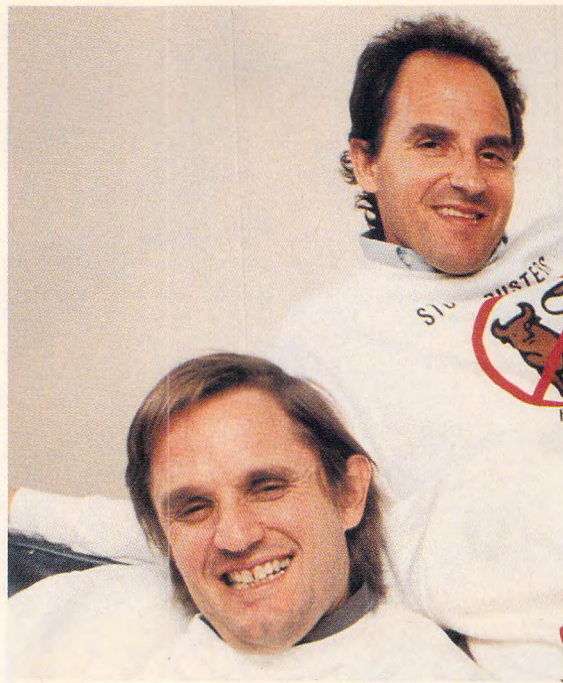
Indeed, some Wall Street observers believe that the economy began improving around the first of the year. As a result, bargain stocks have been disappearing. "Usually the market starts to rise in the middle of a recession, so by the time the recession is over, the market is well on its way," says Al Frank, editor and publisher of the *Prudent Speculator*, an investment newsletter based in Santa Monica, Calif., that is rated among the top-performing newsletters according to statistics computed by the *Hulbert Financial Digest*.

Hinrichs, who warned Investors' Forum members of pending collapse in both October 1987 and 1989, is cautiously optimistic. "There is too much doom and gloom in the headlines for my liking," he says. "Still, I'd step to the plate slowly with the uncertainties of the Middle East with us." Hinrichs believes that "cyclical stocks such as manufacturing may furnish the best buying opportunities. But until absolutely sure of a bottom being in place, stockholders should stick to traditionally defensive areas such as food, utilities and drugs."

Alan Sachtleven, chief investment officer for American Capital Corp., a Houston-based family of mutual funds, believes that the first consideration of picking a stock in a recession is that "it should have good, reliable earnings." Because of the strength of high technology, he likes Apple Computer and Conner Peripherals, which have a good chance of weathering the recession. He also likes food companies that hold up well as people stay home to eat rather than dining out. Among his picks is Sarah Lee, which meets his criterion of a company that will weather the storm.

There is even good news for stock groups now out of favor. Shelby Davis expects the recession to end the weakness in such industries as banking and insurance. "The weak will get weaker and the strong will get stronger," he says. "And the stronger ones will gain new market share after the recession is over."

Pietruk concurs, urging investors not to throw out the baby with the bath water. "I'm not shrewd enough to know which of the money-center or regional banks will survive; but if



Online for shorting candidates: Kurt, Matt Feshbach

I had enough money to buy a diversified portfolio of 15 to 20 of them, I wouldn't hesitate. Ultimately, without a strong banking system, the United States cannot survive. Betting against the group as a whole is effectively wagering that the US will no longer be an economic force to be reckoned

with."

Experts are also advising investors to put some investment funds into overseas stocks to take advantage of rising markets around the world. The best way to do this is through mutual funds that specialize in overseas investments. International funds buy only stocks and bonds of foreign countries, while global funds invest in US as well as overseas stocks.

During the past 10 years, San Francisco-based financial advisor Lawrence Krause pointed out that the US stock market made the Top 10 best performing markets only once, in 1982. While markets in Europe and Asia had a bad year in 1990, he believes that they will be the first to recover; and when they do, they will outperform the US market.

Krause believes that 20 percent of an individual's portfolio should be in international stocks and bonds. Templeton Foreign Fund meets his criteria for a well-managed, diversified international equities fund. "If you can invest for the long term, there are some wonderful opportunities out there," he says. He also favors one domestic mutual fund that invests in "blue chips": AIM Winegarten.

If you can overlook short-term ups and downs of stock prices and interest rates, don't worry about the recession. And don't think of complicated investments during recessionary times. "People like to buy when the market is high, but they are scared when the market is hitting new lows every day," says Berry. "This is a good time to start investing."

Berry advocates a method of investment that he calls "upgrading," in which he constantly monitors the performance of mutual funds and upgrades from one to another when the new fund shows strong performance numbers. He monitors four classes of funds, ranging from the conservative to the most speculative. "Switching is necessary because few mutual funds last very long at the top of the monthly ratings," he says.

Berry's recommended Class 3 group of funds—higher quality growth picks—was rated tops in a 10-year period from 1980–90 by the *Hulbert Financial Digest*. These are the funds that have the best long-term record of any of the 600 mutual funds

## Stocks

Before taking the plunge into the stock market, read the expert analysis of research firm MMS International (GO MMS). Regular features include a daily "Equity Market Analysis" with specific recommendations, the weekly "Economic Survey" and "Economic Briefings."

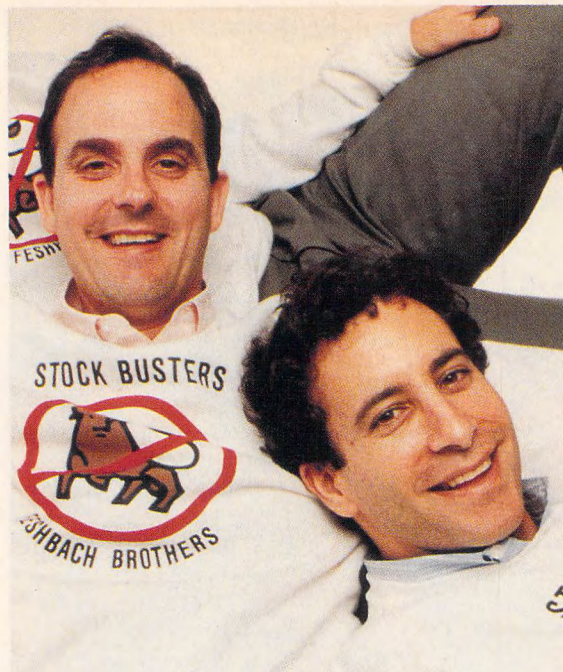
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With either broker, customize your personal StockWatches with up to 18 issues that can be tracked using either 20-minute-delayed or real-time quotes throughout the day. (The latter requires an additional subscription fee.)

Monitor the performance of your stock holdings with Portfolio Evaluation (GO PORT). Set up separate portfolios for each actual account along with hypothetical ones you may wish to follow.

Upon request, PORT computes the weighted value of each item in a specified portfolio and reports gains or losses on individual securities and the portfolio as a whole. Valuations can be done using either current market quotes or historical prices.





Employ reverse psychology: Joe Feshbach, Barton

that he follows on a regular basis. Three of the five in this group currently include Mathers, Dreyfus Third Century and Century Shares. "Upgrading is simply sticking with the winning funds until they are no longer winners, then selling and reinvesting the proceeds with new leaders. It is not a hot-shot, beat-the-market system," he says.

While Berry advocates switching funds to get the best return, he notes that the top performers have "momentum." These funds continue to outperform the market for years, demonstrating that funds with several years of strong showings have a good chance of continuing on a path of success. He sticks with these when investing money for clients such as the pension funds of small- and medium-sized companies.

One other hint: Now that we are in a recession, it's a good idea to look back to 1987, when the stock market plunged more than 500 points in a single day, to see how the funds did in a period of falling stock prices. Funds that fared well in this period will probably do well again if stock prices drop dramatically.

### High Risk: Short Selling

Stock markets tend to head downward during recessions, and when markets are down the bears sharpen their claws for fresh opportunities. The baddest bears on Wall Street these days live not in New York but in Palo Alto, Calif. Three brothers, Joe, Matt and Kurt Feshbach are fervent believers in the old adage that what goes up must come down.

Along with Tom Barton, who joined the Feshbach Brothers firm in 1988, the Feshbachs manage the most successful fund in the country devoted to the often reviled practice of short selling. Many professional investors dabble in short selling from time to time, but Feshbach Brothers is one of the few fund managers that does so exclusively.

Short sellers borrow stock from their brokers then sell it. Eventually, they hope to buy the stock back at a lower price before they return it to their broker. They make their profits on the difference between the selling price and the purchasing price. Short selling has a bad name because many

people think it is unethical to sell something that doesn't belong to you.

Others, such as Crays, feel psychologically ill-at-ease about short selling. "When I buy, my maximum risk is the purchase price, since the most a stock can drop is to zero," she says. "When I short, my potential loss is

infinite."

The Feshbachs, however, have felt anything but uncomfortable. Starting with \$15,000 in 1982, they have rapidly grown to the point where they have nearly \$1 billion under management. Their success has been dazzling, giving them national recognition. Their fund, Southgate Partners, has generated a gross return of more than 660 percent from 1985 through 1990, compared to a 100 percent gain for the Standard & Poor's 500 stock index.

In fact, the Feshbach brothers have never had a down year. In 1987 and 1990, their best years, they generated a 59 percent return for clients. In their worst, they still garnered a 20 percent gain, outstanding by any yardstick.

The fund is not for everyone, though. It takes \$5 million to invest in Southgate Partners, and Feshbach Brothers takes a hefty 20 percent of the profits and another 1 percent for a management fee. But the Feshbachs say that more and more investors are using their strategy of researching companies to go short, just like long-term investors.

The Feshbachs use reverse psychology when it comes to looking for bargains. While most seek stocks likely to increase in price, the Feshbachs look for stocks likely to lose value. Seven out of 10 stocks that they short are profitable.

Many clients include other fund managers who believe that the Feshbachs have developed a winning formula. Some of the top names on Wall Street have placed money with the Feshbachs, including Dreyfus Corp., one of the largest mutual fund families in the United States, and the Aluminum Co. of America's pension fund.

They look for companies overvalued by investors. Their first short, Universal Energy, an oil and gas stock, traded at \$8 a share (and had a market value of \$45 million) even though the company was burning up its operating capital. Joe Feshbach learned that the head of the company was buying up thousands of shares of his own stock to keep the price up. The brothers made \$66,000 on this first attempt at short selling.

In 1986, Kurt, a high school dropout, uncovered a major accounting fraud in Cannon Films, a high-flying

## Bonds

Research a company's outstanding debt through Bonds Listing (GO BONDS). The first section of the two-part report identifies all issues including ticker symbol, CUSIP number, type of debt, coupon rate as well as the yield-to-maturity rate. The second section provides the quality ratings assigned to the company by Standard and Poor's and Moody's, indicating a firm's credit worthiness.

Check the historical payment record on any specific bond in the Dividend Reporter (GO DIVIDENDS).

To learn what bond funds are available, explore FundWatch Online, part of *Money* magazine's Financial Information Center (GO MONEYMAG), and screen or profile 324 municipal and 379 taxable bond mutual funds. Searching can be done by any or all of a broad spectrum of criteria including risk, costs and expenses, and performance in varying economic conditions.

Monitor interest rate trends with the help of *RateGram's* (GO RATEGRAM) Rate Almanac. For perspective, obtain historical prices for numerous interest rate barometers from MQDATA (GO MQDATA) and Prices (GO PRICES) using symbols in the "Bonds/Yields" section of Market + Industry Index Lookup (GO INDICATORS).



Hollywood filmmaker that was the darling of Wall Street. The Feshbachs shorted the stock at 17, watched it go to 42, before they found that the company was cooking its books to generate illusory earnings. The stock eventually fell to 4, where they covered their position.

Recession or not, the Feshbachs say their strategy works just as well. "We've made money despite the fact that the market has been against us most of the time since we've been in business," says Joe. "When we have had the wind to our backs, like most of 1990, we've done even better."

The Feshbachs and other short sellers have helped to popularize the strategy that's been around at least 400 years (the Dutch tried to outlaw the practice in 1619). Short interest, the number of shares that have been sold short by sellers but not yet repurchased, has been setting records on the American and New York Stock Exchanges, as well as on NASDAQ.

The Feshbach brothers specialize in shorting shares of small capitalization companies. In fact, about two-thirds of their leads come from companies that are traded on the NASDAQ. The rest are traded on the major exchanges, such as the NYSE and the Amex.

Their success is based on detailed research and analysis, often employing CompuServe. When they access CompuServe, they research the ownership record of certain stocks through Securities and Exchange Commission (SEC) filings. They use Disclosure II (GO DISCLOSURE) to obtain SEC filings submitted by companies, including such registrations as 13D statements. Anyone buying 5 percent or more of a company's stock must reveal his intentions in a 13D registration.

They also look for deteriorating fundamentals, such as poor earnings, weak cash flow, poor products or corrupt management—signs that something is wrong. When they short a stock, they build a network of sources, such as competitors, suppliers, distributors and former employees, to get a fix on a company's operation. They hold some of their positions for as long as two or three years, but they never invest more than 3 percent to 5 percent of their capital in a single short.

"Another sure sign can be an excessive dividend yield," explains full-time



Be prepared to quit a short sell gone bad: Yurko

trader and Investors' Forum Assistant Manager John Yurko. "The high payout as compared to general interest rates and other stocks suggests that all is not well and that knowledgeable market participants anticipate a dividend cut or elimination. When the slashing occurs, the stock tumbles, as the

last remaining buoy underpinning the price has been removed."

Yurko also considers stocks that have fallen below \$10 a share from far loftier levels as excellent short candidates. "Sure, they may have seen most of their move," he acknowledges, "but you can be quite sure something is dreadfully wrong. By the time they reach \$5, you know things are bad. The \$2 area is the death knell. Just look at the Bank of New England."

To be sure, short selling is not for everyone. It can be risky business, especially when your stock increases in price. When that happens you can get "squeezed" out of your position. You must replace the shares you borrowed with stocks that cost more, and you can lose your shirt.

"That's why I emphasize good money management as a key to successful investing, whatever the strategy," stresses Yurko. "Decide before you go in how much you can afford to lose. If that point is hit (no matter how hard it is to accept), step aside and prepare to battle another day."

Occasionally, even the Feshbach brothers make mistakes. They shorted Reebok, thinking that the athletic shoe explosion was a fad. The result was a painful loss of more than 40 percent. They also shorted the stock of L.A. Gear, which similarly climbed instead of collapsing.

More recently, they have started looking at large capitalization companies, noting that many of these are over-leveraged with debt. Yet their shares remain optimistically priced. "We're seeing more and more opportunities," says Joe.

Some critics argue that short sellers gang up on new, struggling companies and drive them out of business before they have a chance to develop a new product or service. Feshbach says so-called "bear raids" are not to blame for failing companies. He puts the burden on incompetent or fraudulent executives who promise much more than they can deliver to their shareholders.

"We're in the market to make money for our clients," says Joe. "When we get to expose an incompetent or fraudulent company or executive, it's all the more satisfying."

*Thomas York is a San Francisco-based business writer.*

## Short Selling

Many of CompuServe's services are equally applicable in finding short-sell candidates as they are for locating stock purchases.

Vestor (GO VESTOR) allows you to set and screen 13 fundamental and technical analysis parameters on its database of 6,000 stocks. Among these are Vestor's proprietary techno-fundamental rating (TFR), along with standard criteria such as earnings, price/earnings ratio, beta and performance. The "Buy/Sell Recommendations for the Week" report includes shorting ideas.

Company Screening (GO COSCREEN) permits sifting through the 10,000 domestic companies that comprise the Disclosure II database (GO DISCLOSURE). Define any or all of 24 measures, such as debt to equity and current ratios, cash flow, return on equity and sales, and dividend yield.

With prospects in hand, gather quarterly and annual financial data from Value Line, GO VLQTR and GO VLANN, respectively.

What does the future hold? Compare your opinions with those of the experts in the Institutional Brokers Estimate System (GO IBES) and Value Line 3-5 Year Projections (GO VLFORE).



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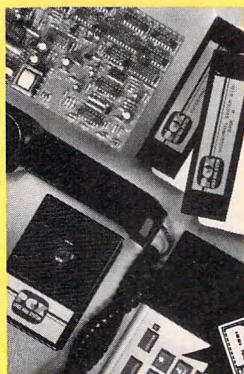
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# Computer Insurance: The Best Policy

► In protecting your cherished PC, everything from accidental erasure to acts of nature can be covered.

These days most homeowner insurance policies cover everything from hurricanes to cat burglars, but if you own a computer, beware. Some insurance companies won't insure personal computers, and your trusty machine could go up in smoke if you don't have suitable coverage.

Before getting down to the specifics of computer coverage, perhaps the most important consideration when choosing a policy is the fidelity of the insurance company itself. Try to choose a company that has been around for a number of years and is well-known. Also, ask insurance brokers and friends if selected companies are reliable and prompt when issuing claims.

When planning coverage for your personal computer, it is important to consider replacement cost insurance, which assures that the computer and peripherals you purchased two years ago will be replaced at their full value today. Even though the price of computing power drops every year, the model you bought several years ago may not be available any longer, and inflation takes its toll. All policies mentioned in this article are full-replacement-cost programs.

Basically, there are three categories into which most computer users fall: personal, personal/business and business/mobile office. Each classification requires a different type of insurance coverage, so be prepared to go elsewhere for specialized computer insurance if you are not already fully protected.

## Personal Use Policies

If your computer is strictly for personal use, the first place to check for coverage is with your current homeowner policy. In many instances, these policies, even those with blanket coverage for everything under the sun, may not fully cover a personal computer for such problems as spikes and surges.

For example, the St. Paul Fire & Marine Insurance Co.'s PAK II Policy insures a personal computer up to the limit of the policy, but it does not cover spikes and surges that may damage your machine. Fortunately, off-the-shelf commercial software is insured, so you can replace damaged software in the event your hard disk gets fried.

On the other hand, Allstate's Deluxe Policy does provide for this type of disaster, and will pay for the damage, as well as commercial software, up to a limit of \$5,000. If your computer system is more costly, you can purchase additional coverage via a supplementary premium.

The standard deductible for St. Paul's PAK II policy is \$300, and Allstate's Deluxe policy deductible is listed at \$250. Of course, depending on the premium amount you choose, this figure can be higher or lower.

## Personal/Business Use Policies

Many homeowner policies don't fully cover personal computers when they are used for business purposes. In the event of a claim, this could include something as seemingly insignificant as occasionally bringing work home from the office and installing it on your personal machine.

## COMPUTING SERVICES

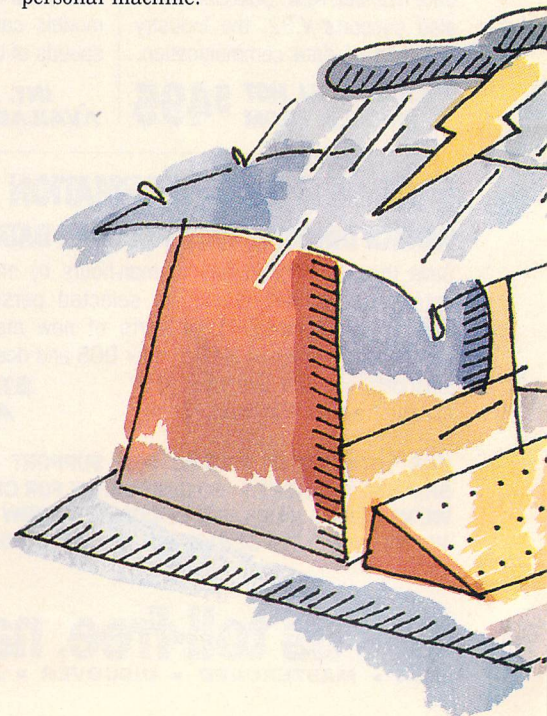
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▼  
Atari Vendors, page 25

▼  
Ventura's Q&A, page 27





St. Paul's PAK II covers only your computer for personal use. Should you experience a loss, this company will pay only up to \$2,500 if the machine on the premises was found to be used for business of any kind. Allstate doesn't differentiate between business or personal use, and therefore is a better choice in this case.

Another alternative is Safeware, The Insurance Agency Inc., which specializes in computer insurance and is accessible online via CompuServe's Electronic Mall (GO MALL).

Safeware's Computeroowners' Policy has a low deductible of \$50 and includes coverage for spike and surge damage, virus infiltration, natural disasters (except floods and earthquakes), fire, theft, vandalism, water damage, commercial software and purchased media. You don't even have to supply the company with a list of computers or peripherals—just the amount of coverage you need. One major item the policy does not cover, though, is theft from an unattended vehicle.

#### Business Use Policies

Extra consideration should be taken when insuring your computer, peripherals and software for business use.

In the event of mechanical failure, Safeware has a Fix:It policy combining a computer insurance policy with a service contract. Regular service contracts are tied to the computer store, which could go out of business. With Fix:It, you're still protected if you are transferred to another state. You're even covered for earthquakes and floods, as well as fire and theft losses. In the event of a mechanical breakdown due to an accident or wear and tear, you can take the damaged unit to a local or national authorized service

center, and Safeware will cover the repair cost. Although this policy requires that you send the company a list of your equipment, you can update it as often as you wish. The policy also provides for an extra 20 percent of coverage for licensed, registered software. The deductibles for this policy are \$50 or \$250.

None of the above policies insure custom software, or raw data (such as a personally programmed database) for retrieval or data reconstruction, and it can be quite costly to re-enter, for example, an entire client database after a fire. However, there's good news: Safeware's Key Computer Policy (\$200 deductible) and Gold Key Endorsement provide extended coverage for custom software; data entry; a rental computer (and other necessary expenses to stay in business); and reference materials, including textbooks, user guides and instructional manuals. This program also covers copiers, phone systems, fax machines and typewriters. It even protects against loss from fraud, dishonesty or misuse of your computer by employees or others.

Data Security Insurance Inc. is another company specializing in insuring computer hardware and software. It even insures data against accidental erasure and hard disk failure. Although Data Security won't pay for repairs to your computer if your hard disk breaks down or becomes infected with a virus, it will pay for damaged or lost commercial software and reconstruction of data—and can even suggest the best place to send your hard disk for data reconstruction or retrieval. The Data Security Policy also protects hardware and software from fire, theft, vandalism, spikes and surges. It covers dishonest acts, fraud, misuse and computer rental expenses. The policy carries a \$100 deductible.

#### Mobile Office Use

It's not an uncommon occurrence: You rent a car while on a business trip, and briefly park it in front of a convenience store to run in for coffee. When you return you find the window in pieces, and your \$3,000 laptop is nowhere in sight. Are you protected? With St. Paul's PAK II Policy, you're covered only up to \$500 when the equipment is off your premises. With Safeware's standard Computeroowners' Policy, you aren't covered at all when the equipment is stolen from an unattended vehicle. However, with Allstate's Deluxe Homeowner Policy you're covered, as well as with Safeware's Fix:It and Key policies (up to \$10,000), and with Data Security's policy.

With many policies, your equipment is not covered during international travel. Safeware does offer an International Property Policy that covers your computer, peripherals and software outside the United States and Canada from theft (except from an unattended vehicle), vandalism, fire,

earthquakes, accidental damages and even lightning. The policy carries a \$250 deductible and does not protect equipment from spikes or surges. A nice feature, however, is that you can purchase this coverage for as little as 90 days—convenient for infrequent international trips.

Finally, as the saying goes, it's better to be safe than sorry. None of the insurance companies listed offer loss-of-business protection. A fire or theft can wipe out a business, but if your programs and data files are backed up and secured at another location, you can get up and running in a flash.

For convenience sake, it's a good idea to invest in a tape backup system for your computer. Some 40MB tape drives are available for as little as \$300. You need only make a weekly or monthly backup of your hard disk and pop the tape cartridge into a bank safe deposit box, which can also be used to store receipts and serial numbers for your computer, peripherals and software. If you don't have these documents, at least take photographs or shoot a video of your equipment.

*Dawn Gordon, manager of the Consumer Electronics Forum and a free-lance writer, has written for PC Magazine, Rolling Stone, Stereo Review and other magazines. Her CompuServe User ID number is 76703,204.*

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## Shop and Compare Rates

The following table lists companies that insure computers, peripherals and accessories, and also provides a sampling of premiums and coverages. As policies vary, contact the companies directly for complete information.

### ALLSTATE INSURANCE CO.

Call your local office.

#### Deluxe Homeowners Policy

\$250 Deductible

### DATA SECURITY INSURANCE INC.

800/822-0901

#### Computer Policy

Coverage	Annual Premium
\$ 2,000	\$ 45
\$ 5,000	\$ 75
\$10,000	\$125
\$15,000	\$175
\$20,000	\$250
\$25,000	\$325
\$30,000	\$400

\$100 Deductible  
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### SAFWARE, THE INSURANCE AGENCY, INC.

800/848-3469 or 614/262-0559

Call Safware or GO SAF on CompuServe for higher coverage and premium figures than those listed.

### Computerowners Policy

Coverage	Annual Premium
0-\$ 2,000	\$ 49
\$ 2,001-\$ 5,000	\$ 69
\$ 5,001-\$ 8,000	\$ 89
\$ 8,001-\$11,000	\$109
\$11,001-\$14,000	\$129

\$50 Deductible

#### Fix:It Policy

Hardware and peripherals must be less than three years old.

Coverage	Annual Premium	
	\$50 Deductible	\$250 Deductible
\$ 1,000	\$ 100	n/a
\$ 2,000	\$ 180	\$ 140
\$ 4,000	\$ 360	\$ 280
\$ 6,000	\$ 540	\$ 420
\$ 8,000	\$ 720	\$ 560
\$10,000	\$ 900	\$ 700
\$12,000	\$1,080	\$ 840
\$14,000	\$1,260	\$ 980
\$16,000	\$1,440	\$1,120
\$18,000	\$1,620	\$1,260

Lower rates are available for those who qualify for a preferred customer discount.

### Key Computer Policy

Coverage	Annual Premium
\$10,000	\$200
\$12,000	\$240
\$14,000	\$280
\$16,000	\$320
\$18,000	\$360
\$20,000	\$400

Contact Safware for details on the Gold Key Endorsement, extended coverage for the Key Computer Policy.

### International Property Coverage

Coverage	90-Day Premium	Annual Premium
\$ 1,000	\$ 22.50	\$ 50
\$ 2,000	\$ 45	\$ 100
\$ 4,000	\$ 90	\$ 200
\$ 6,000	\$135	\$ 300
\$ 8,000	\$180	\$ 400
\$10,000	\$225	\$ 500
\$12,000	\$270	\$ 600
\$14,000	\$315	\$ 700
\$16,000	\$360	\$ 800
\$18,000	\$405	\$ 900
\$20,000	\$450	\$1,000

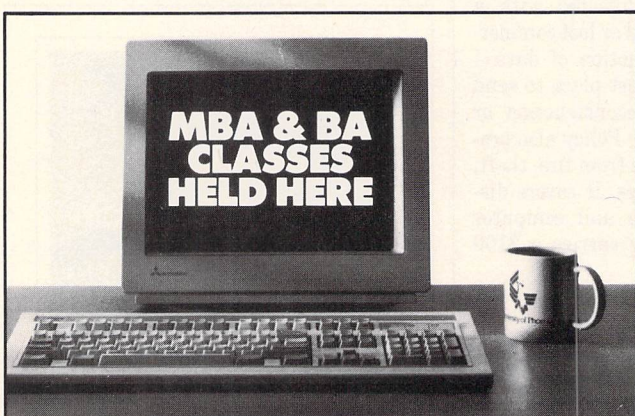
### ST. PAUL FIRE & MARINE INSURANCE CO.

612/221-7911

#### PAK II Homeowners Insurance

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by Jim Johnson

# Atari's Newest Vendors

## ► Double Click, Maxwell CPU and Lexicor come into the support fold.

While most vendor support forums create spinoffs to accommodate user base growth, sysops of the Atari Vendors Forum favor a leaner, unitary forum structure that reflects the current Atari market.

"We're committed to keeping the top companies in the Atari arena," says Ron Luks, primary forum manager. The current mainstays of the forum are several long-standing companies. Gadgets by Small, the brainchild of ST guru David Small and his wife, Sandy, holds a strong online presence and accounts for some of the liveliest discussions.

ICD, maker of hard-drive adaptors for the ST, has been part of the forum since its inception. CodeHead Software, developer of utility programs, is another important part of the forum. Two makers of desktop publish-

ing programs, ISD Marketing and Soft Logik, each have sections. Practical Solutions, an Arizona-based manufacturer of hardware enhancements for the ST series, and several other companies also are represented.

In recent months, a few select new companies have joined the forum, and others will soon open message sections and libraries.

Newcomers include Double Click Software, a company that got its start in the shareware business in 1986. At the time, Double Click's developers were creating simple but well-respected utilities such as DC Format, a more flexible alternative to the GEM Desktop's Format command, and DC Stuffer, a program for installing desk accessories beyond the Atari ST's limit of six.

Because of the success of these programs, Double Click was able to begin creating fully commercial hardware and software in 1989.

## COMPUTING SERVICES

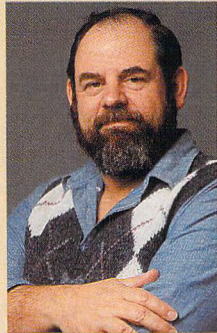
## Liked It So Much, He Joined the Company

In building a successful software company, some entrepreneurs will invest heavily in learning programming skills, while others will look for good software people and use their business savvy to guide the company in the right direction. Yet, for Lee Seiler, founder of Lexicor Software, the key to his career in software development was ... dialing a wrong number.

Seiler's first encounter with the ST series came one day when an Atari salesman showed him an Atari Mega running Cyber Studio (an early 3-D animation program). He was so impressed he bought the entire system. However, he soon became frustrated and made frequent calls to the publisher's customer support line, once accidentally reaching Charles Cherry, head of developer relations at Antic Software.

Although Seiler had no prior experience as a software developer, Cherry felt that Seiler's illustration/animation background

could lend a "real-world" perspective on the Cyber series. Seiler joined the team. Not long after, however, Antic decided to leave the software business. Seiler and several of the programmers then decided to form Lexicor Software.



CINDY CHARLES

Low-rent office: Seiler

One of the main reasons Lexicor has been successful, according to Seiler, is because of CompuServe. "We couldn't function without it," he says. Lexicor's programmers work out of their homes, throughout the United States, at whatever hours they choose.

Not only does this make for happier, more productive programmers, but also it helps minimize the company's operating costs since there's no need to maintain a separate office. Says Seiler, "Compared to the cost of operating even a small business in a storefront, we can run our business online for a year on what we'd have paid for two months' rent."

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The company's first such product was DC Port, an RS-232 expander that provides several independent serial ports to the ST.

Double Click's shift in emphasis from shareware to commercial products does not mean the company is finished with the shareware business. As a way of thanking the Atari users who supported them during the R&D phase, Double Click intends to release one new public-domain program each week during 1991, according to Mike Vederman, one of Double Click's principals.

These uploads provide simple utility functions generally overlooked in most commercial programs. For example, DC Lefty allows the functions of the right and left mouse buttons to be swapped—a boon to left-handed ST users. Other offerings in the Double Click Library include demo packages and updates to the company's commercial programs and earlier shareware.

Another new vendor online is Maxwell CPU, a company near Boulder, Colo., mar-

keting unusual products for the ST. These include such items as Fractal Fantasy (a two-dimensional/three-dimensional Mandelbrot fractal generator), Silhouette (an auto-tracing program that converts raster images to vector format) and Exposé (a desk accessory that provides many graphics processing functions for desktop publishers).

Maxwell CPU's founder Tim Reyes describes the forum as "a fast, efficient way to get information on our products out to the most active Atari ST users." In addition to support for existing and future products, Maxwell plans to offer some of its source code to forum members, along with shareware products.

A third new company in the forum is Lexicor Software, publisher of a series of three-dimensional animation programs collectively called Phase Four. These programs use a proprietary communications protocol to work together on a single system, or on several Atari computers connected through MIDI ports or a local area network.

Phase Four can exchange animation and object files with 3-D animation packages on other platforms, including Autodesk's 3-D Studio and AutoCAD, and Pixar's Renderman. An upcoming 24-bit graphics board will allow these and other Lexicor programs to make use of more than 16 million colors and to output directly to videotape—even from a lowly Atari 520 ST.

Lexicor's libraries contain graphics files that demonstrate such capabilities. The company is also creating a series of tutorial files on the basics of computer graphics, including such subjects as color theory, motion control and 3-D rendering. This material will be of interest to computer artists, even if they're not users of Lexicor's products.

To access the Atari Vendors Forum, GO ATARIVEN.

*Jim Johnson is chief software engineer at Beyond Software, a company that provides multimedia systems and production services to businesses in Portland, Ore. His CompuServe User ID number is 75300,353.*

## Atari Vendors Forum At a Glance

The Atari Vendors Forum offers online help to users with questions pertaining to Atari-compatible hardware and software. Each vendor has a message section and library containing programs and text files relating to their products. Check libraries for recent uploads including files for Double Click Software, which uploads new files weekly. Members also have a direct line to vendors via their User ID numbers.

Company	Products	Message Section & Library	Company	Products	Message Section & Library
<b>Intersect Software</b> 76004,1577	Interlink, Masterlink	2	<b>SoftLogik</b> 76004,1676	PageStream desktop publishing package	11
<b>MichTron</b> 76004,1607	Various ST utilities and games	3	<b>Practical Solutions</b> 76004,2000	Hardware and other peripherals, SafeKey, Cordless Mouse	12
<b>Precision Software</b> 76004,2300	Superbase Professional	4	<b>Double Click</b> 75300,577	Utilities, desktop replacement program	13
<b>Maxwell CPU</b> 75300,674	Exposé, Silhouette, Laser PR	6	<b>Gadgets by Small</b> 76004,2136	Spectre, a Mac emulator for Atari ST	14
<b>ICD, INC.</b> 76004,1600	Hardware; Hard disks, tape drives, other peripherals	7	<b>Supra Corp.</b> 76004,565	SupraDrive Hard Disk Systems, SupraModem 2400	15
<b>Gribnif</b> 75300,1131	NeoDesk desktop replacement package	8	<b>CodeHead Software</b> 76004,2232	Sophisticated utility programs	16
<b>Lexicor</b> 75300,763	Advanced graphics hardware and software for Atari Mega and TT	9	<b>ISD Marketing</b> 76004,2246	Calamus desktop publishing products, DynaCadd CAD program	17



# Ventura Gets the Third Degree

## ► The DTP software maker has been grilled lately, but for good reasons.

Ventura Software Inc.'s recent expansion into products for different computer systems—including a Macintosh edition of Ventura Publisher, an OS/2 Presentation Manager edition, and a Windows 3.0 and DOS/GEM release—is generating a flurry of activity in the Ventura Software Forum (GO VENTURA).

"Not only has the number of messages accelerated since the release of the new products but so has the variety of questions," says Larry Jordan, director of Macintosh product marketing. To help satisfy the demand for information, top-level Ventura marketing and development people are now online. (For examples of recent questions in the forum, see page 29.)

In addition to supporting the many editions of Ventura Publisher desktop publishing software and FormBase, they address questions about The Analyst and Gray F/X, informational and imaging software packages produced by two organizations within Xerox, Ventura's parent company.

The company has made many improvements in its interactions with customers, developers and third-party vendors, says Ken Vandagriff, manager of Ventura market quality assurance. With the introduction of the new products, Vandagriff and his team needed to provide a powerful yet easily accessible means of supporting all the company's software. That challenge included increasing the quality of technical support, making Ventura management more accessible online and making the forum appealing to newcomers.

"CompuServe gives us the ability to provide broad-based technical support," says Jordan. "We also want to encourage users to share their frustrations and their questions—not just about how the software works but also about marketing, order-entry, future product development, new technology and more."

In addition to communicating with company representatives, Ventura users benefit from the specialized expertise of fellow fo-

rum members. For example, a member using Ventura software to develop brochures for the financial market may not have experience in using Ventura Publisher equations and can consult others who use the software daily in mathematical applications.

Vandagriff offers this tip: "When you have a question, ask it of all the forum members. Many of them have

spent quite a bit of time in desktop publishing and are experts in the industry. They enjoy this type of exchange, and learn from it, too."

Among forum experts is Dave deBronkart, assistant sysop, who has been involved in printing and typesetting since 1969. Now a consultant in Salem, N.H., deBronkart brings experience in marketing, product planning and management for several major graphics companies, and is a regular contributor to *Ventura Professional!* magazine.

"This forum has taken over my life," says deBronkart, who volunteers 20 to 30 hours a week in the forum. "The community of users here has a strong bond. I carry a laptop when I travel, partly because I sometimes need it, but mostly because I cannot stand being away from CompuServe," he says.

For David Satz, a classical musician and independent Ventura consultant in Brooklyn, N.Y., the forum is "like an open workshop, seminar room and social hangout all at the same time. It's a direct line to technical support, letting users exchange views and information with Ventura executives and with each other, and serves as an early warning system for problems."

Edward Brown, managing director of Cavalier Data and Documents Ltd., a desktop publishing firm in the London area, values the forum's informational files, fixes and utilities, which he says are available online two to six months earlier than he can obtain them through retail channels in Europe. "I find the interchange between forum members helpful, light-hearted and, above all, of good quality," he says.

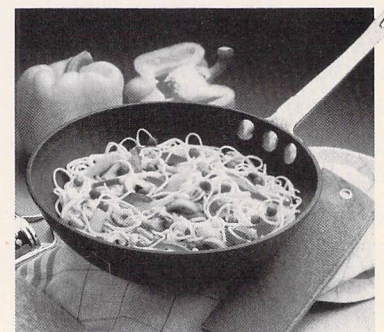
Ventura's foray into several new products for a wider base of users, who bring new

questions and suggestions, keeps the online support job fresh for the Ventura representatives who participate online. "Since we've expanded, a day doesn't go by without someone in the marketing department mentioning that they've found something interesting in our CompuServe forum," says Jordan. "The impact of this on the development and enhancement of our products is significant."

*Patrick J. McKeand is a free-lance writer based in Indianapolis. His CompuServe User ID number is 76004,3124.*

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# Ventura Questions Answered

Here's a sampling of questions and answers about products discussed by members of the Ventura Software Forum (GO VENTURA).

**Q** "I'm using Ventura 2.0, and WordPerfect 5.0 files are getting truncated when I use high-order characters such as Spanish."

**A** You need the improved WordPerfect filter, WDPERF.EXE, available in Library 11, "Problems/Fixes."

**Q** "I'm sending files to a PostScript service bureau for high-resolution output, and I want to rotate my letter-size pages so they use less film."

**A** You can edit the file PS2.PRE, following instructions in ROTATE.THD in Library 3, "GEM Ventura," or PS2PRE.TXT in Library 7, "Utilities/Third Party Software."

**Q** "I just bought a DeskJet printer, and there's no driver for it in the Ventura distribution disks."

**A** Follow the instructions in VP2DJ2.TXT in Library 8, "Printers/Monitors."

**Q** "I want to get DESQview working with Ventura so I can do multitasking."

**A** Get VAPP04.ZIP, John Meyer's application note on multitasking for Ventura, in Library 2, "Ventura Publisher Applications."

**Q** "My friend gave me a Ventura document on floppy, but he didn't use the right Copy function. Now all the files are in the wrong directory."

**A** Use the free FIXCHP utility, developed by forum member David Satz, in Library 7, "Utilities/Third Party Software."

**Q** "It takes too long to load VPWIN. What can I do?"

**A** Rename ENVIRONMENT.WID to a new width table. Then use that width table in your style sheets.

**Q** "My PostScript printer stalls frequently and doesn't print."

**A** Both the Transmission Retry and the Job Timeout settings in the printer driver configuration dialog box are set way too low. Increase these settings according to the information in the Windows help facility.

**Q** "Quotation marks, trademark symbols, etc., do not print from HP/PCL printer."

**A** The Symbol font must be generated by Bitstream for all PCL printers. Select PostScript Symbol for Character Set in the Bitstream Control Panel to generate the Symbol Font.

—PJM

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## M A G A Z I N E

*A Window on How Microsofters Work*

## Innovation Incorporated

by Harry Green

**D**espite Puget Sound's reputation for wet weather, everyone I spoke to ranks living conditions as the second reason they choose to work for Microsoft. The first, by unanimous opinion, is their belief that this is the top software company in the world—one that gives them an opportunity to create products that shape the industry.

Microsoft rests easily in its suburban Redmond, Wash., campus, reflecting the determination of its founder, Bill Gates, to harmonize with the environment. The buildings are all two-story, except that a construction crane swings over a new building that will be four stories tall—still not obtrusive by most standards. On the day of my visit, inclement weather discourages all but a few from using the network of jogging paths, but inside the buildings there is a feeling of purposeful activity. Teams work quietly on projects that will eventually find their way to desktops around the world.

Some speak of Microsoft as typical of a Japanese company: paternal but demanding. The cafeterias offer bargain meals. Break rooms provide



DOUG WILSON

Computer industry landmark: Microsoft campus

milk, coffee, tea, soft drinks, all without charge. People feel that trust flows up and down the organizational chart in this company, and they measure people not by dress code or position, but by the excellence of the products they create.

*continued on page 2*

*How the Experts Got That Way*

## IBMNET's Electronic Elves

by Joel Dreyfuss

If you're an IBMNET forum member who has ever been frustrated by a lack of "compatibility" of PC-clone keyboards, hardware, software, modems and other peripherals, it's a good bet you've encountered the likes of Nels Anderson, Eduardo Martins, Clyde Washburn or R.J. Decker in one of the forums.

You could call these experts and others like them who roam IBMNET "electronic elves," since they're always nearby to dispense advice, solve technical problems and proselytize on the benefits of computing.

They soothe. They explain. They debunk. They arbitrate. They argue. Their motives aren't entirely altruistic, however. At

one time they, too, looked to the forums for basic technical assistance, and still seek out members with more esoteric knowledge. What keeps them coming back to IBMNET?

Nels Anderson, who started hanging out in the IBMNET forums last year, is author of

*continued on page 5*

This special editorial insert was created to help MS-DOS users get the most out of IBM forums and services on CompuServe.

## I N S I D E

6

Get IBMNET's  
Top 10 Utilities

8

PC Vendor Forums:  
Custom Solutions

10

Meet the Press:  
Computer Columnists

14

Comprehensive Guide  
to MS-DOS Support

## New CIM Versions Coming Soon

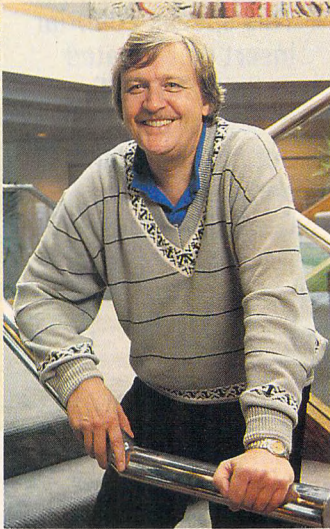
CompuServe Information Manager Version 1.3, for release this month, is primarily a maintenance release, with capabilities to capture terminal emulation sessions to disk and save or print certain menus, as well as support for future host enhancements.

Version 2.0, to be available this summer, will include several new features such as integration with the Executive News Service, forum enhancements, an investment portfolio manager, and much more.

Watch What's New (GO NEW) for more details.



DOUG WILSON



### Joachim Kempin

*vice president of support services, has worked for Microsoft since 1983. He moved to Seattle in 1987 from Munich, in his native Germany. He had previously lived in the United States when he worked for Digital Equipment Corp. Kempin also worked in Paris for three years for Apple Europe.*

#### How do you compare Microsoft to other companies where you have worked?

**JK:** Microsoft is more demanding and offers more freedom. Bill Gates, Microsoft's president and CEO, challenges us and his working style is influential throughout the organization. He's a self-driven person, and that develops the same kind of working climate among the rest of us.

#### Then, Bill Gates' style is what drives the company culture at Microsoft?

**JK:** Yes. The culture here is built on trust and respect. We're treated very well but without the special privileges you see other places. For example, many companies have special parking slots for executives. You'd never see that at Microsoft. If you're not handicapped, you can walk an extra 50 yards from the parking lot just like anyone else. As a result, people see the company as a cause, and do more than they're asked.

#### Do you see a different culture in Microsoft in the United States compared to its subsidiaries in other countries?

Windows has certainly been the software hit of the season. What is your role in developing it?

**PB:** I work with the teams that are implementing the code for both Windows and DOS. My job is to keep the teams focused on the 20 percent of the effort that brings us 80 percent of the results.

#### Then you're personally involved in the feature content of Windows?

**PB:** Very much so. My job is to look for customer demand for new features, what the product should look like, how it will work, and whether the code is of good quality.

#### What brought you to Microsoft?

**PB:** In the company where I worked previously, I had ported Xenix to the 286, and I knew Microsoft and the people. I had already left the old company and accepted a job with another company in California when the offer from Microsoft came along.

**JK:** The subsidiaries tend to have fewer resources than headquarters. I found that true both in Microsoft and DEC. Away from headquarters you have to do more things on your own. There isn't a difference in motivation, but there's a difference in the atmosphere.

#### What are your responsibilities at Microsoft?

**JK:** I'm responsible for worldwide product support. We have approximately 1,000 people worldwide; 600 of them work in the United States. We receive about 8,000 telephone calls per day in the United States, plus several thousand CompuServe messages.

#### How extensively do you depend on CompuServe as a medium for providing product support?

**JK:** I'm amazed by how many people access CompuServe. We provide support over CompuServe on a no-charge basis to both developers and end users.

#### Which Microsoft products require the most support?

**JK:** Windows is the largest product on the support side. Microsoft Word, Excel and Works are key products. These three products plus Windows make up 75 percent of our support load. Most of the other 25 percent is support for DOS and products that run on the Mac.

#### You mentioned that CompuServe support is free. Do you charge for other types of support?

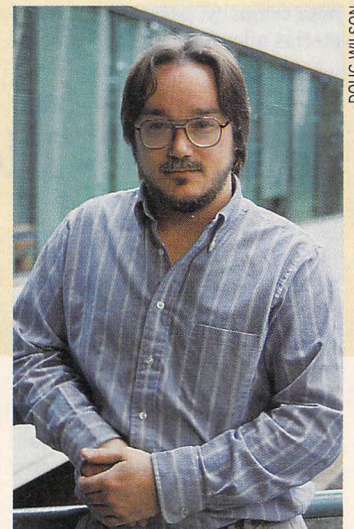
**JK:** We're grappling with the question of what we should furnish for nothing and what we should charge for. Some of our DOS support is provided over 900 telephone numbers so we get some revenue from that. Most of the support for our high-running products currently is free.

#### How do you see the future for product support over CompuServe?

**JK:** I think it's going to continue to grow. The best example is the Windows Forum. It's been an incredible success. For products like this we're going to increase our support over CompuServe. The beauty of it is that when we provide support for one person, many others see the same message.

### Phil Barnett

*is understandably proud of his job at Microsoft. As development manager for MS Windows and DOS, his products are used by millions of people and one product in particular, Windows 3.0, has been greeted by the industry with high acclaim.*

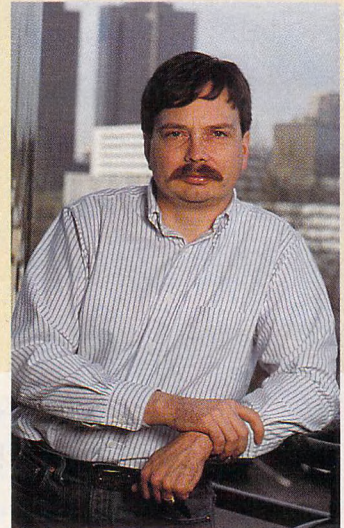


DOUG WILSON



## Runnoe Connally

*came to Microsoft in June 1987 as a technical editor. Three months later, he moved to field technical support, serving as systems operator for electronic services and overseeing Microsoft's forums. At press time, he had just accepted a support management position with Texas-based Future Soft Engineering.*



DOUG WILSON

### What exactly did your job at Microsoft involve?

**RC:** I was responsible for technical support over CompuServe via Microsoft's forums, coordinating efforts of 15 section leaders, six assistant sysops and nine volunteers. Microsoft forums are No. 1 in message traffic on CompuServe. We found that the number of accesses of Microsoft forums and the number of telephone calls to technical support were roughly equal. At last count, Microsoft had seven public forums and had plans to add at least three more.

### In what areas did you see the most activity in online support?

**RC:** The traffic on the Windows forums exploded beyond anything we had expected. It's likely that Microsoft will add another Windows Vendor Forum and also may split the current Windows 3.0 Forum in response to the activity.

### How did you get involved in product support over CompuServe?

**RC:** In 1987, I graduated from Pacific Lutheran University (Tacoma, Wash.) with a computer science degree. Microsoft had an opening for a technical editor, and since I have a background in journalism, Microsoft offered me the job. Three months later, I was drafted for the product support role. At the time, I had not heard of CompuServe and had never been on a computer bulletin board, but Microsoft flew me to CompuServe headquarters in Columbus, Ohio, for a quick course. It's typical of the way things work at Microsoft: They throw you off the dock, and you have to learn to swim before you hit the water. There were plenty of challenges and opportunities.

### How do you feel about your time at Microsoft?

**RC:** As a computer science major, to me, coming to Microsoft was

like a college football player being picked by the 49ers and going to the Super Bowl. Microsoft is full of workaholics who wear blue jeans and tennis shoes and love the company.

### I understand Microsoft has been likened to a "velvet sweatshop." Can you explain this?

**RC:** About a year ago, one of the Seattle newspapers did a feature on Microsoft, and in the article they described the company as "the velvet sweatshop." They meant the benefits were great but the hours were long and hard. The public relations people weren't happy about the bad press, but there's truth to it. The only people around Microsoft who work 40 hours a week are the janitors, and they're contractors.

After the article came out, I was in the Microsoft Bible Study group, where someone suggested we make sweatshirts with the phrase "Velvet Sweatshop" written across the front. I had them made, put out the word via electronic mail and was swamped with orders.

### What was the main attraction of Microsoft?

**PB:** I have an opportunity here to be a key member of a technical staff that is setting standards for the entire industry.

### What is the driving force that makes Microsoft unique?

**PB:** Good people. We have hard-core recruiting practices that bring in the best. The question we ask about candidates is "did they make it over the bar?" That is, do they have creative talent? We find talent by rigorous interviewing. We build strong teams and run lean. We don't put bodies on a project just to meet a staffing goal.

### What has been the toughest part of your job at Microsoft?

**PB:** Keeping up with a fast-paced environment and meeting customer demand. In Windows 3.0, the challenge has been how much value we can put in the product. Windows has so many features that I've had even power users tell me there are some features they did not know about.

### How much control do people have over their own career paths at Microsoft?

**PB:** People move around. We want to keep teams together, but people are in control of their own destinies. If they're chained to a chair, they get upset and leave, so we choose good people, give them the freedom to design the product, and don't impose arbitrary guidelines.

### Do you mean guidelines such as dress code or guidelines as to product design?

**PB:** Both. We have few rules and regulations here. People dress as they like, and don't work on a set schedule.

### Is most of the work on a product such as Windows an individual or a team effort?

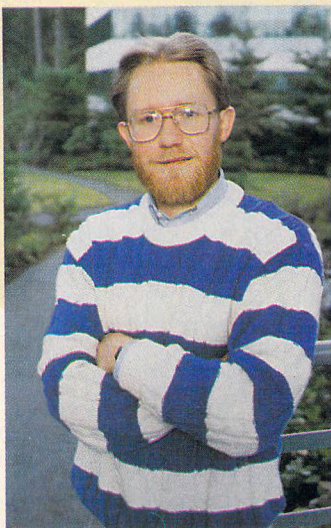
**PB:** We work in teams. Every team has a specific responsibility. There are few projects where a single person does it all.

### What's been your greatest satisfaction at Microsoft?

**PB:** Windows 3.0. We've shipped more than 2 million copies worldwide. It gives me more satisfaction than anything I've ever done.



DOUG WILSON



## Greg Lobdell

*is senior product manager in the languages business unit. He began working for Microsoft while it was still a small, intimate organization, and despite how the company has grown, it still feels that way to him.*

### How would you describe a product manager's job with Microsoft?

GL: There are two main responsibilities. First, we look at the marketplace to determine what our customers, primarily software developers, need. We analyze what we can do to make their jobs easier. Second, we create the marketing strategy that we'll use for the lifecycle of the product. We work with advertising and public relations people from product launch to extinction.

### Then your educational background is in marketing?

GL: No. I was an engineer with a degree in computer science and engineering from Washington State University.

### What led you to Microsoft product management?

GL: I was working for a large company in California, on a team that was adopting its products for MS-DOS. I worked closely with several Microsoft people, and was impressed with their vision. One day as I was working on a problem in a chip for a video controller, I found myself squinting at tiny circuits through an electron microscope and zapping short circuits with a laser. I realized then that I was in the wrong business. I sent my résumé to Microsoft the same day.

### But why Microsoft?

GL: Its location in the Northwest was part of the draw: My wife and I are both from Spokane. But it's more than that. Microsoft is an exciting place to work.

### What makes it exciting?

GL: As one of our executives said, "Life at Microsoft isn't a job, it's an addiction." Things get intense—so much so that you have to occasionally remind yourself that there's life outside the company. You may have something at home that needs to be done Saturday, and you have to force yourself to stay home and do it instead of coming into the office.

### What sets Microsoft apart from other companies?

GL: Two things, I think. First, we have many very smart people with far-reaching vision. Second, I think we stay in touch with our customers. We combine our knowledge with the vision of some very bright people to find more creative ways to make the technology work to solve problems.

### And you can do this despite fast growth?

GL: Microsoft is still like a small company. We're organized as business units. Each unit has a profit-and-loss statement and total customer responsibility. Even though there are 6,000 people in the company at large, there are only 100 in my business unit. The company has an open feel about it. It's not unusual to have direct interaction with Bill Gates because he still takes an interest in what goes into the products.

### What's been your biggest challenge at Microsoft?

GL: Managing the reputation that I have with the customer base. I spend a lot of time on CompuServe in the language forums, listening to comments from users. It's painful to see people pick up on a small bug that they found and blast us like we didn't care. Some people see Microsoft as a large, monolithic company—not the 100 people in my business unit who live, eat and breathe languages.

*Harry Green is president of Pacific Netcom Inc., a Portland, Ore., firm that consults with businesses on using office automation and telecommunications to improve productivity. His CompuServe User ID number is 70007,431.*

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## IBMNET

continued from page 1

*Mah-Jongg* (MAHJ34.ZIP), *Shooting Gallery* (SHOT22.ZIP) and *Superfly* (SFLY11.ZIP), three of the most popular shareware games on CompuServe (available in Library 6, "General Fun & Games" of the IBM New Users' Forum, GO IBMNEW).

Anderson joined the Association of Shareware Professionals last year and decided he could best keep in touch with other software authors and his customers through CompuServe. He tries to log on at least every other day and spends a lot of time answering questions about his games. "I enjoy talking to people," he says. "If they have questions, I try to answer them."

"One of the biggest problems is that people may not read instructions first. It's not just in computers; people have a hard time following instructions in general," says Anderson. He tries to write his games manuals as simply as possible and says the feedback he receives from CompuServe members is invaluable. "Sometimes it's hard to see things from a beginner's point of view when you've been using computers for so long," he adds.

Anderson was 13 when he saw his first computer at school. "Pretty primitive stuff," he concedes. "It was a PDP-8/L

with 4K of memory, paper tape and clunky old teletypes." The first computer he actually built was an Apple II clone, which he still owns. He writes his programs on a 16 MHz '386 with a VGA monitor and runs his own BBS in Framingham, Mass.

Anderson started writing games almost by accident. While at Prime Computer in Natick, Mass., he was asked to learn the C programming language, and then began working on graphics routines that evolved into games. "I noticed my co-workers were spending a lot of time playing my games," he says. At the urging of colleagues, he started posting the games on bulletin boards and on CompuServe.

When Prime suffered a wave of layoffs, Anderson was one of the victims, but he hasn't looked back. In fact, he's written three games since his layoff. With registrations for his software coming in at a steady pace, he's beginning to think he might be able to make a living playing games—and answering questions from people who don't read manuals.

Computer games attracted Eduardo Martins to CompuServe in 1983, but his favorite spacewar game wasn't as popular with his new wife. "She threatened to trash the modem

and computer, so I stayed away for a while," he says. Initially computing from a Commodore 64 and a 13-inch color TV at 300-baud, he looked to IBMNET for advice when he decided to buy an IBM-compatible '286 machine.

Martins decided that for a novice like himself, the IBMNET forums were "the best place to get quick answers." He once again found expert help online when he wanted to learn how to program in Pascal. "The opportunity to chat with experts such as Neil Rubenking, Kim Kokkonen, Michael Days and lots of others in various forums was very exciting," says Martins. "After a while, I considered these guys friends, even though I had never met them face to face."

Martins soon released his first shareware program, *Klondike*, an online version of solitaire (file KLDK30.EXE in Library 8, "Word & Card Games," of the IBM New Users' Forum). He also joined the Association of Shareware Professionals, which meets in the IBM Junior Forum.

Martins spends 30 to 60 minutes a day on CompuServe business, but only a fraction of that time is online since he processes messages offline with TAPCIS. In addition to his com-

puting time, the Brazilian native is completing a Ph.D. in economics at the University of Illinois and hopes to develop software for economic analysis upon graduation.

Most of his CompuServe activity involves sharing technical tips, marketing ideas "and a lot of kidding" with other computer professionals. "I've made dozens of friends online, and look forward to chatting with them each day," says Martins.

Another example of the influence of online friendships is how Clyde Washburn became a member of CompuServe. Washburn had communicated with software developer Jeff Garbers on The Source, so when Garbers declared he was moving over to CompuServe to help set up the IBM Forum, Washburn followed. Ironically, Washburn attributes his early addiction to CompuServe to tough times at home when his wife was seriously ill. "CompuServe helped distract me," he says.

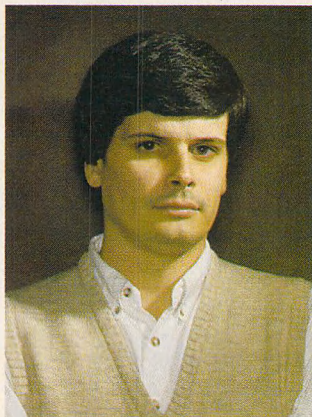
Washburn, who lives in Pittsford, N.Y., studied electrical engineering at the University of Rochester and began his career as a radio engineer.

When the IBM PC came out in 1983, Washburn was managing a car telephone business. While dealing with the engi-



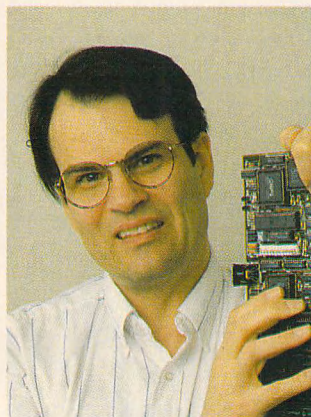
CHRIS MORROW

In touch with users: Anderson



LEE MC CLELLAND

Shares tips, ideas: Martins



PHIL MATT

Technical adviser: Washburn



STEVE THOMAS

Long-time member: Decker



neers working on microprocessors for the phone system, he found that they seemed to be speaking an alien language. Washburn owned a Heathkit CP/M machine and had done some hacking, but he later bought an early IBM PC, upgraded it to 64K and "went from there."

He taught himself to write assembly language programs for the PC and soon after launched Washburn & Co. Distributors. He wrote Second Nature, a ROM program that allowed PCs to use 3.5-inch diskettes and hard disks that weren't included in the original BIOS. The company now sells the AMI line of BIOS chips and motherboards.

Washburn carefully separates business from his activities on CompuServe. "I will discuss only what is generic on the forums," he says. "I also recommend products that I don't sell if they are the best thing for the job." People hear about his prod-

ucts by word-of-mouth, and he gets a fair number of orders—and gives support for those products—through CompuServe Mail.

Like many frequent CompuServe users, Washburn enjoys socializing with fellow forum members. "They are the kind of people you'd love to meet at a cocktail party," he says.

But he still gets great satisfaction answering technical questions. "I learned long ago that people had a pressing need for impartial information on computers," he says. "There are hundreds, actually thousands, of people on CompuServe who need advice," he says, and he has been one of them.

When planning a trip to Britain recently, he posted a message asking what plays to see in London. Within hours he had advice on what to see, what to skip and how to get tickets. He says, "Dozens of people with travel expertise helped me."

In 20-plus years working

with computers, R.J. Decker is another who has seen tremendous advances in computer technology, and remembers a time when he was awestruck by the capabilities of his first personal computer, an Apple II. "I couldn't imagine what I was going to do with all that power and 48K of RAM," he says.

He signed up with both The Source (acquired by CompuServe in 1989) and CompuServe 10 years ago. Today, his home in Kensington, Md., looks a bit like a computer store. He still has the Apple II, and his IBM PC is helped by an ATT 381 (a Unix machine), an NEC8201 notebook and an IBM PS/2 Model 70. Some of the programs he uses include OS/2, DOS, Windows, Lotus 1-2-3, Excel, MKS Toolkit, GEM and Smalltalk.

Then, as now, says Decker, he was attracted to the forums' capacity as "vehicles to communicate with others who have the same hardware and software."

While the motivation of computer users has not changed, Decker says the quality and quantity of information available on the forums has increased tremendously. "A number of users are very knowledgeable and provide excellent assistance," says Decker. "It works both ways. Not everybody knows everything and things are constantly changing."

Although Decker started out as a programmer of mainframe computers in the late 1960s, he spent 23 years working for the federal government, then launched his own consulting firm, Alvis Enterprises. He spends more time on CompuServe than ever, giving and seeking advice for the many projects he is involved with. He also visits the Literary, Space and Issues Forums "just for fun."

*Joel Dreyfuss is a New York-based magazine editor and free-lance writer. His CompuServe User ID number is 76004.2336.*

## Get IBMNET's Top 10 Utilities

Don Watkins, IBMNET's primary forum manager, has compiled a list of "Top 10 Utilities" of special interest to new IBMNET members and also long-time members who want to get the most out of the forums.

To make access simple even for those who are new to the forums, the "Top 10" are available from a single menu within IBMNET. GO IBMNET and select "Top 10 Utilities."

**ARC file extractor** version 4.0e adds support for ARC version 6 subdirectory functions. ARC-E.COM.

**Documentation file** for ARC-E.COM version 4.0e. ARC-E.DOC.

**ZIP file creator/extractor**, PKZIP and PKUNZIP version 1.1, has speed and compression improvements. PKZ110.EXE.

**CompuServe B+ protocol module** addresses problems with port sensitivity, fixes bugs, provides increased functionality and more. OZBEXT.ARC.

**RLE/GIF graphics module** is used to view RLE and GIF graphics online or offline. OZRLE.ARC.

**File browsing utility** includes LIST Plus. Features document printing, telephone dialer, scrollable windows and BIOS display options. LIST75.ARC.

**EXE file compressor** is a French freeware program with English documentation included. Compresses EXE files 30 percent to 40 percent or more; update allows quicker decompression time. LZEX91.ZIP.

**Shell for LZEX91** converts French-language prompts to English. LZESHL.ZIP.

**ARC/ZIP file extractor/creator** reads and writes ARC, ZIP and PAK files. Full-screen version and programmer's toolkit available. PAK251.EXE.

**Print spooler** provides options for serial or parallel port printers, including expanded HMA memory, print-to-file, spool-to-disk, character conversions and more. DMP.ARC.



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MENTOR TECHNOLOGIES



PC Vendors Specialize in Solutions

## They Take Service Personally

by Cathryn Conroy



Home alone one Saturday, Bob Parsons, president of Parsons Technology, got online and discovered that a customer needed to write a report a certain way using Parsons' MoneyCounts accounting software. However, doing what the customer wanted would require rewriting the software's source code. Parsons did just that—immediately. Within an hour, an amazed and very grateful customer had what he needed.

This is but one example of the level of personal attention found in CompuServe's three PC Vendor Forums, which now encompass more than 30 vendors.

The vendor forums differ from the many other separate company-sponsored forums on CompuServe in that each vendor has one "slot"—a message board section and li-

brary. Technical experts from the companies log on several times a day to answer specific questions from users. For instance, do you want to know how to make your Northgate computer work with Windows? Leave a message to Northgate in the PC Vendor A Forum. If you need a video driver patch to make the software work better, check out the Northgate Library.

"We're providing our customers with an additional channel of product support through a medium they are comfortable and familiar with," explains Parsons, who regularly uploads copies of his company's technical support bulletins.

ButtonWare Inc., a California software firm that helped open the first PC Vendor Forum in 1987, encourages customers to upload binary files that demonstrate spe-

cific problems they are having so ButtonWare's technical experts can provide more thorough explanations.

ButtonWare technical support expert Mark Roberts says he has been working online with an author who is writing a book about one of ButtonWare's products, PC-File. "We've managed to handle most of the questions and issues involved online. Much of the time, she was able to get a feel for users' most common questions by monitoring the activities of our section of the forum. On several occasions, she uploaded sample databases to me to demonstrate problems she was having while testing examples for her book."

Vendors benefit as well, especially smaller companies competing with large, well-known firms. "This system allows vendors to take the pulse of their users," says Don Watkins, who as primary forum manager of IBMNET oversees the PC Vendor Forums. "They can find out how people are using their products and the problems they have. They also are able to distribute online patches to fix those problems."

Mansfield Software Group informally measures its success through the number of electronic thank-you notes it receives in its forum message section.

Marshall Magee, president of Magee Enterprises, says getting involved in the PC Vendor Forum was a good public relations move for his Norcross, Ga.-based firm. "People know who we are now. It helps us to have a better presence. We're more real to our customers because we're online," says Magee, one of the first vendors to support his products in the forums.

Although the vendors are viewed as the product experts and official problem solvers, they agree that the expertise of other users has also saved the day for them. Nico Mak,

### How to Ask for Help

Properly phrasing your question—so others will be able to understand it and give you the best possible answer—is a bit of an art. Here are some tips for leaving questions in the PC Vendor Forums.



- ▶ Include your full name.
- ▶ Address the message to the proper company name and User ID number. This information is available in each PC Vendor Forum by selecting "Announcements" at the main forum menu and then reading the "Sysop Roster" announcement.
- ▶ List the specific hardware and software you are using, as well as the operating system.
- ▶ When the problem is software related, give the product's full name and version number.
- ▶ Describe the problem in very specific terms, telling when it happens, what results after it occurs and any other relevant details.
- ▶ Check back within 24 to 48 hours. Don't be surprised if solutions come not only from the vendor's technical gurus but also from fellow users.



## Sampler of Specialty Files

Within the three PC Vendor Forum libraries are hundreds of files available for downloading. Types of files include utilities, detailed product information, news releases, fixes, ancillary files, programs and upgrades.

For information on each company and the products supported, read the "General" announcement from the forum's main menu. To locate a specific vendor within the forums, use the FIND command (as in FIND BUTTONWARE) anywhere on CompuServe or see the box below.

Here is a randomly selected listing of useful files, with the forum name, library and file name:

**Baker's Dozen utilities package.** Includes a mini-spreadsheet program, a sideways printing utility and 11 more utilities. PCVENA, Library 1, "ButtonWare," BAKDOZ.ARC.

**Sales territory organizer.** Includes report formats and sample database. PCVENA, Library 1, "ButtonWare," SALESY.ZIP.

**KEDIT locator program.** Finds symbol definitions and references in C source files. PCVENA, Library 2, "Mansfield Software," BROWSE.ZIP.

**Automenu facility.** Creates menus to access numerous features. PCVENA, Library 6, "Magee Enterprises," AUTO47.EXE.

**Message thread-marking program.** TAPMARK is an add-on to

CompuServe navigation programs. PCVENB, Library 3, "Korenthal Associates," TAPMRK.ZIP.

**HP laserjet print utility called 4PRINT.** PCVENB, Library 3, "Korenthal Associates," 4PR320.EXE.

**PC-Write version 3.04** shareware word processor. PCVENB, Library 5, "Quicksoft," PCW1.ZIP.

**PowerBasic calculator program.** Calculates the day of the week for any month, day or year based on an algorithm developed in 1887. PCVENB, Library 12, "Spectra Publishing," ZELLER.BAS.

**PathFinder function program.** Determines if a given file exists in any directories in your current PATH. PCVENB, Library 12, "Spectra Publishing," PATHFN.ZIP.

**Double-entry personal bookkeeping system** called Cheque-It-Out. PCVENC, Library 5, "Hooper International," CIO.ZIP.

**Memory utilities package.** Includes FILLMEM and WATCHMEM. PCVENC, Library 6, "Innovative Data," MEMUTL.COM.

**Scanning utility.** PKZFIND will scan a disk for specified files and will also look through ZIP files. PCVENC, Library 11, "PKWare," PKZF11.EXE.

—Michele D. Kinnamon

developer for Mansfield Software Group, recalls the time when CompuServe member Will Estes, a user of Mansfield's IBM PC text editor KEDIT, acquired a large 160-column by 67-line screen. The problem was that KEDIT only supported monitors with up to 66 lines.

Technical work by Mak to solve it came to naught. "I had just about given up on helping him get KEDIT to run on his monitor when someone else suggested a technique that let him view 160 columns by 66 lines." An appreciative Estes replied with a

message saying how nice KEDIT looked on a 19-inch monitor.

Mak has witnessed this scenario many times. Users not only help one another solve problems, but a kind of electronic brainstorming seems to occur. "When messages are posted publicly, others can add on to the discussion. We get some great suggestions that way," he says.

Vendors, too, network with each other. Mak says one of the reasons his company recently purchased six Northgate computers was due to the online support the com-

puter maker offered on CompuServe. "We saw the comments people made online about the high quality of the Northgate computers. They were obviously impressed with the machines. The company president was in the forum answering users' questions and solving problems," says Mak.

For a listing of the vendors participating in the PC Vendor Forums, see the box below. To access the forums, GO PCVENA, GO PCVENB and GO PCVENC.

*Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.*

## Where to Find PC Vendors

If you're looking for a particular company represented in the PC Vendor Forums but don't know which forum to check, scan this guide to the three forums. In most cases, the section and library names are the same as the company's name (i.e., Section 1, "ButtonWare").

If you don't see a company that you're interested in within this listing, type FIND followed by the company name to see where that company provides online support. CompuServe is continually adding more hardware and software companies online.

### PC Vendor A Forum (GO PCVENA)

ButtonWare (Section & Library 1)  
Mansfield Software (Section & Library 2)  
Enable Software (Section & Library 3)  
Bröderbund (Section & Library 4)

Sitka (TOPS) (Section & Library 5)  
Magee Enterprises (Section & Library 6)  
Custom Technologies (Section & Library 7)  
Qualitas (Section & Library 8)  
Mustang Software (Section & Library 9)  
Northgate (Section & Library 10)  
MathSoft (Section & Library 11)  
Ctrlalt Associates (Section & Library 12)  
Foresight Corp. (Section & Library 13)  
MultiSoft Corp. (Section & Library 14)

### PC Vendor B Forum (GO PCVENB)

Quarterdeck (Section & Library 1)  
Primavera Systems (Section & Library 2)  
Korenthal Associates (Section & Library 3)  
Personics Corp. (Section & Library 4)  
Quicksoft (Section & Library 5)  
TurboPower Software (Section & Library 6)

ChipSoft Inc. (Section & Library 7)  
DacEasy (Section & Library 8)  
Vestronix (Section & Library 9)  
J.P. Software (Section & Library 10)  
PDC Prolog (Section & Library 11)  
SPECTRA Publishing (Section & Library 12)

### PC Vendor C Forum (GO PCVENC)

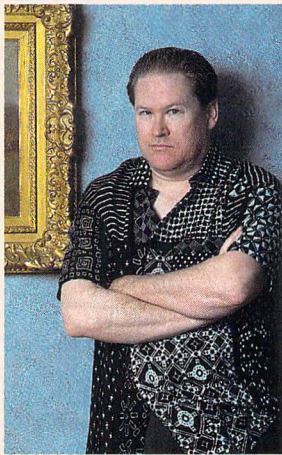
Brightbill-Roberts (Section & Library 1)  
Vericomp (Section & Library 2)  
IBM CAD (Section & Library 4)  
Hooper International (Section & Library 5)  
Innovative Data (Section & Library 6)  
Wordtech Systems (Section & Library 7)  
Parsons Technology (Section & Library 8)  
Megahertz (Section & Library 9)  
PKWare (Section & Library 11)  
Legal Knowledge (TaxCut) (Section & Library 12)



Columnists Have a Connection

## Meet the PC Press

by Cathryn Conroy



MICHAEL JAY

“I like to tell writers that computers can easily double production. With telecommunications you can double your efficiency. Combine the two and it’s amazing how much work can be done in a short time.”

John C. Dvorak

Combining the art of writing with the science of technology is the task of computer journalists. Whether they are taking a critical look at the latest version of Lotus 1-2-3, unlocking the secrets of database searching or philosophizing on computer privacy issues, these writers often become well-known by name and opinion to their readers.

*CompuServe Magazine* introduces you to four popular, respected computer journalists: John C. Dvorak, Peter Coffee, Judy Heim and William F. Zachmann.

Although each possesses a firm grasp of computer technology, as individuals they approach their work from different perspectives, different personalities. Dvorak’s sense of humor, irreverence and prodigious output of books and magazine and newspaper articles have combined to make him one of the most-read technology journalists in the United States. Coffee uses the online world to keep in touch with his readers in a way most writers can only dream of. Located in Wisconsin, far from the madding crowd, Heim gets online for daily “reality checks” with users on the front line. And Zachmann insists that it is the people who meet online—and not the resources of the formal information databases—that will determine the future of this brave new electronic world.

Arguably the most prolific member of the computer press, John C. Dvorak writes about 20 columns a month for a number of computer publications, including *PC Magazine*, *PC/Computing* and *MacUser*, as well as general interest opinion columns for the *San Francisco Examiner* and several other newspapers. He says he needs at least one good idea a day, and the best resource he has for generating that kind of creativity is CompuServe.

“I think it was *The Washington Post* that called me a ‘columnist savant’. I’m still trying to figure out if that was an insult or a compliment,” he says.

His best online sources include Magazine Database Plus (GO MDP) and the feedback mechanisms of PC MagNet (GO PCMAG) and the Zmac forums (GO ZMAC). Dvorak prefers the speed and efficiency of online research over more traditional methods, because it keeps him sitting in front of the computer working as opposed to driving to the library and possibly making other stops along the way.

“The advantage of CompuServe is that, because it has so many services, there is seldom a need to go to hard copy (a.k.a. books) to do research,” he says.

Dvorak is an “old-timer” when it comes

to telecommunications. In the 1970s he was introduced to the concept when he sold telecommunications software for Northstar computers. Now he is the author of numerous books on the subject, including his latest, *Dvorak’s Guide to PC Telecommunications*. “I’ve been online for a long time and telecommunications has become a tool that I take for granted,” he says.

Dvorak laughingly recalls the time he wrote a column for *Microtimes* on database searching. To demonstrate his point, he searched some of the major databases looking for references to himself. “There were more references to me in a couple of the key databases than there were for Kim Basinger, which I thought was funny. Some joker wrote in later to say that the references must have been for the Dvorak keyboard. There’s always a cynic out there.”

Like many writers working in the computer press, Dvorak says electronic mail is as essential an element in the day’s routine as drinking coffee. Using CompuServe Mail (GO MAIL), he is able to file timely articles for *Debug*, a magazine published in France.

For someone like Dvorak, work is the way he plays. To relax he says he enjoys getting into arguments with others on PC MagNet. “That can be fun,” he quips.



To *PC Week* senior technical analyst and writer Peter Coffee, CompuServe seems like a housekeeper. Although the online service doesn't dust or do windows, it has helped him clean out four file drawers, six feet of shelf space and two or three piles of magazines on his office floor filled with articles on everything from Ada to zero-based budgeting. Since giving all those papers the heave-ho, Coffee relies exclusively on the online filing system of Computer Database Plus (GO COMPDB) in Computer Library.

"Computer Library lets me read and think, instead of worrying about what to save and how to file it. It's made me a lot more productive," he says, not to mention that his office is no longer a fire-trap.

"The Library gives me access to a huge range of publications, either abstracts or the full text of articles, with the fastest searching I've ever seen. I can get a phone call from a reader or colleague, hit a macro to dial up CompuServe, go to Computer Library, and be offering references or quotes from articles—while still in the same conversation. It's that fast."

Coffee says his writing is better when he can tap the resources of actual computer users, and CompuServe is a gold mine for such user comments.

He likens CompuServe to "having a listening post in readers' offices." For instance, when users discover bugs in a new product, CompuServe is an electronic gathering place for sharing those insights and finding ways to solve the problems. Coffee took advantage of this recently by collecting the flood of comments that resulted

when bugs were discovered in the first release of a new database product. The information for his article, "Speed, Power, Ease of Use: Choose Any One of the Above," would have taken weeks to obtain any other way.

Coffee also found the forums indispensable when writing the lead story for *PC Week*'s special report on laptop and notebook computers. Visiting a half-dozen forums, Coffee connected with laptop users worldwide.

"I found an incredible variety of people with opinions and experience on both sides of my hypothesis. Some felt that portables would always have critical drawbacks in their work; others had long since stopped buying new desktop machines," Coffee says. He also found "a range of applications—software developers, TV directors, lawyers, even a psychiatrist using his laptop to coordinate his work at various clinics."

Of course, it works both ways. Being online means Coffee's readers can tell him in no uncertain terms what they think of a column. "If I give a negative review to a product they love, they let me have it with both barrels. It takes a bit of getting used to, since the feedback is immediate and intense, but it's priceless," he says.

Although he spends most of his online time in the magazine's own area of the forum, *PC Week Extra!* (GO PCWEEK), Coffee, a CompuServe member since 1985, also enjoys puttering in the Genealogy (GO ROOTS), Working From Home (GO WORK) and Ashton-Tate Applications (GO ATAPP) Forums.

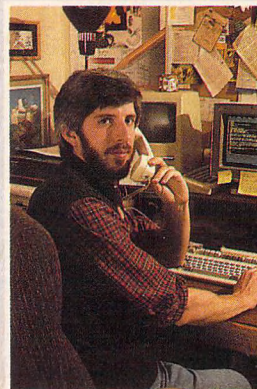
What's hot and what's not? That's a question *PC World* columnist Judy Heim asks herself a lot. When she needs what she calls a "reality check," Heim checks into CompuServe to learn about a software program's strengths and limitations from those using it on the front lines.

Author of the column "The Information Edge," Heim looks at CompuServe's IBMNET forums (GO IBMNET) as a "technical village square" that she uses as a primary source for information on the latest products. "The results I can get by posting a query in one of the forums far exceed in quality what I can learn from talking to vendors or reading trade magazines," she says. "The debate in the forums is always

lively, sharp and uncensored. CompuServe users are one of its greatest assets."

They are also an asset to Heim, providing her with a rich reserve of story ideas. "Scrolling through the message base in the IBM Communications Forum (GO IBMCOM), for example, is a great way to find out what's on the minds of computer users—the type of information they're looking for, the kinds of things they need to know and want to read about. Similarly, when it comes time to research those stories, finding sources to interview is often as easy as posting a query in one of the forums."

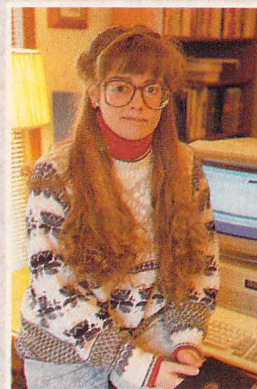
Heim began writing about online services and computer communications six



JAMES CACCAVO

*"CompuServe forums help me avoid the curse of the computer journalist—spending too much time with product vendors and other journalists—that can lead to losing touch with the needs and concerns of the typical reader."*

**Peter Coffee**



MIKE SEARS

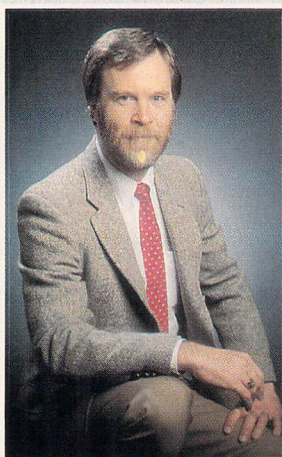
*"Online services are like a 'Cheers', the bar where you hang out every night, the place where everyone knows your name."*

**Judy Heim**



years ago. An unemployed free-lance writer, she impressed the editors at *PC World* with her knowledge of XMODEM and started receiving regular assignments. Describing herself as "slightly handicapped," she says networks such as CompuServe allow her to "reach out across the country, even around the world, and have interesting conversations with extraordinary people—people I would never have occasion to meet in any other way."

Living in rural Wisconsin, Heim relies on electronic mail to communicate with her editors, calling such connections her "professional lifeblood." But CompuServe is also a place for her to have fun and connect on a personal level with others. For example, Heim meets kindred spirits in the Literary Forum (GO LITFORUM). "I love to read about what other writers are doing, the problems they're encountering and how they're solving them," she says.



DAVID CONGALTON

**"C**ompuServe is an integral part of my work day. When there is a news event, I can get immediate responses and perceptions of that event that are not possible from any other source."

**William F. Zachmann**

When *PC Week* and *PC Magazine* columnist William F. Zachmann quit his job as a senior vice president with International Data Corp. to begin his own market research firm, Canopus Research, he said he thought what he would most miss was talking to other people during the day.

But Zachmann is the first to admit that he's not lonely. As leader of his own section in the PC MagNet Editorial Forum, he discovered that CompuServe could replace the congeniality of the office. "Instead of walking down the hall to talk to people, I just log on," he says.

Using automated programs that allow for streamlined downloading and answering of the thousands of messages he regularly receives, Zachmann is able to monitor nearly every message exchanged in 10 forums, including the PC MagNet (GO PCMAG), *PC Week Extra!* (GO PCWEEK), Microsoft Windows (GO MICROSOFT) and Zmac Forums (GO ZMAC).

He finds the information gleaned invaluable for his columns. He can find out instantly how people are responding to a new product, what users like about a piece of software, what works and what doesn't, as well as track the development of the market. "CompuServe has become a primary research tool for me. It's a critical way to stay in touch with the industry," he says, noting that he spends about three hours online each day.

Zachmann has a theory about online services. He believes people log on not for information, but rather for the social aspect of connecting with others. He admits that the research databases are valuable, and that people do make good use of them, but those resources are not what draws people online in the first place or keeps them online. Instead, "it's the neighborhood bar phenomenon." He believes the online networks that facilitate electronic socializing are the ones that will succeed.

CompuServe not only allows Zachmann to stay on top of computer industry news, but also offers a quick, reliable way to check out rumors. Last September when early, sketchy news reports were issued about a supposed break-up of the OS/2 relationship between IBM Corp. and Microsoft Corp., Zachmann accessed the forums and was quickly able to get a sense of what people thought of it, who believed the reports and why. "As news stories appear, I am able to keep track of people's reactions in a way I could never have done otherwise."

He admits that more than half the ideas he generates for his magazine columns are conceived on CompuServe. "It allows me to see not only the topics people are interested in, but also to find out what issues are clear and which ones are confusing. My choice of topic as well as my treatment of it are often influenced by the things I read on CompuServe."

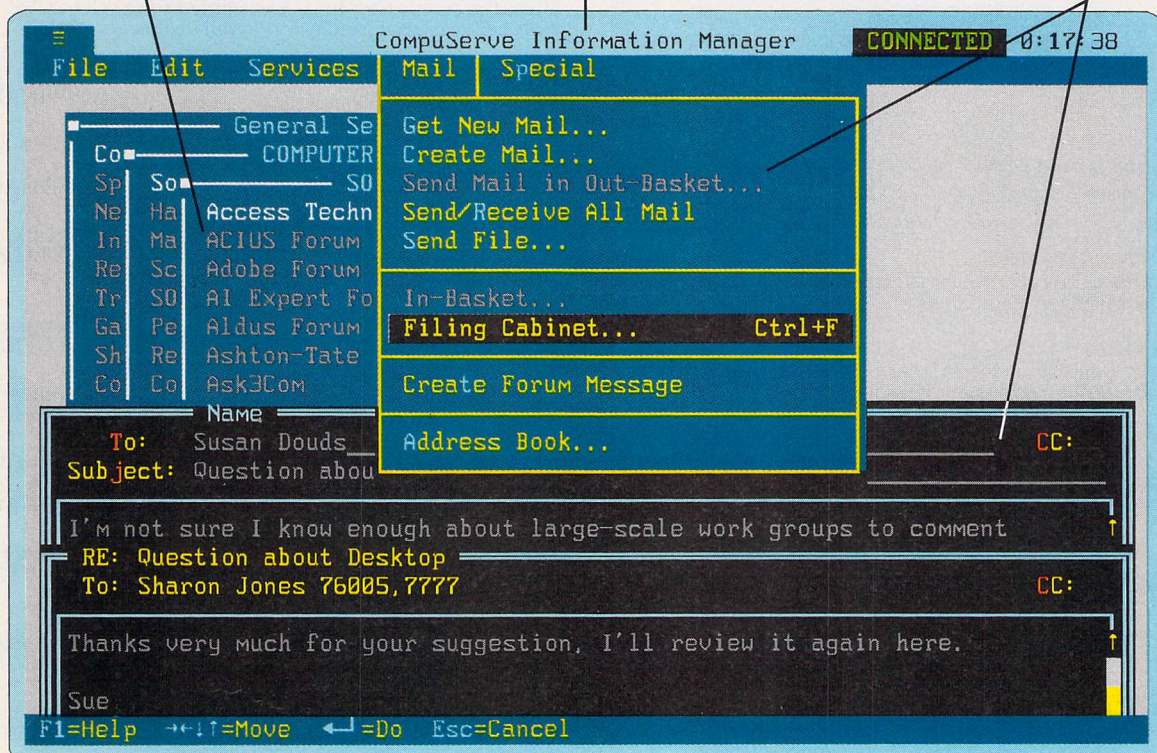


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**CompuServe®**



## MS-DOS Software Support

Many MS-DOS software manufacturers are represented online and all it takes is a GO command to reach them. You can receive support for software you already own, information on upgrades or add-ons and advice on purchasing new packages. Use this handy list of software companies, their IBM-compatible products and GO commands to discuss, compare, review and explore. Note that this is a partial listing, as new forums and sections are frequently added. For more information GO IBMNET or use the FIND command to locate specific manufacturers represented online.

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>ACCESS SOFTEK</b> Dragnet and Prompt!	Windows 3rd Party A GO WINAPA
<b>ACCESS TECHNOLOGY</b> 20/20 Spreadsheet, Vivid	Access Technology GO ACCESS
<b>ADOBE SYSTEMS INC.</b> Adobe Typeface Library; Adobe Illustrator; Adobe Type Manager; PhotoShop	Adobe GO ADOBE
<b>ALDUS CORP.</b> PageMaker; SnapShot; PageMaker Classroom and Portfolio; Persuasion; Freehand	Aldus GO ALDUS
<b>ASHTON-TATE CORP.</b> dBase series; Framework; MultiMate Advantage II; Map Master; Diagram Master; Sign Master; Chart Master; Draw Applause	Ashton-Tate GO ASHFORUM
<b>AUTODESK INC.</b> AutoCAD; Animator; AutoShade; AutoSketch; AutoFix; AutoSolid; AEC	Autodesk GO AUTODESK GO ADESK
<b>BANYAN SYSTEMS INC.</b> VINES®	Banyan GO BANFORUM
<b>BASIS INTERNATIONAL</b> BBxProgression	Basis International GO BASIS
<b>BORLAND INTERNATIONAL</b> Turbo Pascal; Turbo Basic	Borland Programming A GO BPROGA
Turbo C++; Turbo C; Turbo Prolog; Turbo Debugger & Tools	Borland Programming B GO BPROGB
Quattro; Quattro Pro; Sprint; SideKick Plus; SideKick; Superkey; Turbo Lightning	Borland Applications GO BORAPP
Paradox; Reflex	Borland Database Products GO BORDB
<b>BRIGHTBILL-ROBERTS</b> HyperPad; Show Partner; Show Partner F/X; HyperHost; PC Partner; PC Video Clips	PC Vendor C GO PCVENC
<b>BRODERBUND SOFTWARE INC.</b> The New Print Shop; The NPS Graphics Library Editions; Carmen Sandiego series; Wolf Pack; The Playroom; Bannermania	PC Vendor A GO PCVENA

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>BUTTONWARE INC.</b> PC-File+; PC-Calc+; PC-Type II; Baker's Dozen; PC-Tickle; PC-Stylist; PC-Dial,	PC Vendor A Forum GO PCVENA
<b>CADKEY INC.</b> CADKEY versions	CADKEY Forum GO CADKEY
<b>CASEWORKS</b> CASE:W	WINAPB GO WINAPB
<b>CHIPSOFT INC.</b> TurboTax series; ChipLink Electronic Filing series; Fixed Asset Manager; Payroll Toolbox	PC Vendor B GO PCVENB
<b>COMPUTER PRESENTATIONS INC.</b> ColorLab; ImagePrep	WINAPB GO WINAPB
<b>COREL SYSTEMS CORP.</b> Corel Draw!; Corel Trace	Windows 3rd Party B GO WINAPB
<b>CROSSTALK COMMUNICATIONS</b> Crosstalk XVI; Crosstalk XVI Network Version; Crosstalk Mk. 4; Remote2; Transporter	Crosstalk GO XTALK
<b>CTRLALT ASSOCIATES</b> Stackey; Batutil; CTRLALT	PC Vendor A GO PCVENA
<b>CUSTOM TECHNOLOGIES</b> Checkmate Series; Magic Menus	PC Vendor A GO PCVENA
<b>DA VINCI SYSTEMS</b> eMAIL	Windows 3rd Party A GO WINAPA
<b>DACEASY</b> Accounting; Payroll; Network Accounting; Network Payroll; Light; Lucid 3-D	PC Vendor B GO PCVENB
<b>DATA ACCESS CORP.</b> DataFlex; OfficeWorks	Data Access GO DACCESS
<b>DATASTORM TECHNOLOGIES INC.</b> ProComm; ProComm Plus; Hotwire	Datastorm GO DATASTORM
<b>DELIRINA TECHNOLOGIES</b> PerformPRO	WINAPB GO WINAPB
<b>DIGITAL RESEARCH INC.</b> GEM; DRDOS; CDOS	Digital Research GO DRFORUM
<b>DIGITAL TALK INC.</b> Smarttalk/V; V286; VPM	Digitaltalk GO DIGITALTALK
<b>ECHELON DEVELOPMENT</b> Windowcraft	WINAPB GO WINAPB
<b>ENABLE SOFTWARE</b> Enable/OA; Enable/BP; Enable/CE	PC Vendor A GO PCVENA
<b>FIFTH GENERATION SYSTEMS</b> Fastback Plus; The Logical Connection; The Brooklyn Bridge; Paul Mace Utilities	Zenith GO ZENITH
<b>FORESIGHT RESOURCES CORP.</b> Drafix Windows CAD; Drafix CAD Ultra; Otto; Drafix CAD Overlay	PC Vendor A GO PCVENA



# MS-DOS SPECIAL INSERT

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>FOX SOFTWARE INC.</b> FoxPro; FoxBase +/Mac; FoxBase + ; Fox-Graph	Fox Software GO FOXFORUM
<b>FUTURE SOFT ENGINEERING</b> DynaComm	Windows 3rd Party A GO WINAPA
<b>GEOGRAPHIX</b> WellBase; LogAN; IsoMap; SeisMap	Windows 3rd Party A GO WINAPA
<b>HAYES MICROCOMPUTER</b> Smartcom	Hayes GO HAYES
<b>HDC COMPUTER CORP.</b> EGA +; Windows Express; Windows Manager and Windows Color	Windows 3rd Party A GO WINAPA
<b>HI-Q INTERNATIONAL</b> APE	Windows 3rd Party A GO WINAPA
<b>HOOPER INTERNATIONAL</b> Takin' Care of Business; Cheque-It-Out	PC Vendor C GO PCVENC
<b>IBM CORP.</b> CAD Division	PC Vendor C GO PCVENC
<b>IBM DESKTOP SOFTWARE</b> Current; DisplayWrite	IBM Desktop GO IBMSOFT
<b>INFORMATION RESOURCES INC.</b> EXPRESS; pcEXPRESS; Javelin	Javelin/Express Users' GO IRIFORUM
<b>INNOVATIVE DATA CONCEPTS</b> TesSeRact; The SWAP Utilities; TesSeRact RAM Resident Development System; SWAP-DOS	PC Vendor C GO PCVENC
<b>J.P. SOFTWARE</b> 4DOS	PC Vendor B GO PCVENB
<b>KIDASA SOFTWARE</b> Milestones, Etc.	Windows 3rd Party B GO WINAPB
<b>KNOWLEDGE GARDEN INC.</b> KnowledgePro; KnowledgePro Demo; KnowledgeMaker; KnowledgePro Database Toolkit; KnowledgePro Graphics Toolkit;	GO WINAPB
<b>KORENTHAL ASSOCIATES</b> 4Print; Babble; Tapmark; TAPLEX	PC Vendor B GO PCVENB
<b>LEGAL KNOWLEDGE</b> TaxCut	PC Vendor C GO PCVENC
<b>LOTUS DEVELOPMENT CORP.</b> Lotus 1-2-3; Symphony; HAL	LDC Spreadsheets GO LOTUSA
Lotus Agenda; Freelance Plus; Graphwriter; Manuscript; Magellan	LDC Words & Pixels Forum GO LOTUSB
<b>MAGEE ENTERPRISES INC.</b> Automenu; Treeview; Screen Manager Professional	PC Vendor A GO PCVENA

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>MANSFIELD SOFTWARE</b> KEDIT; Personal REXX	PC Vendor A GO PCVENA
<b>MCAE</b> Inertia	Windows 3rd Party A GO WINAPA
<b>MECA VENTURES INC.</b> Andrew Tobias' Managing Your Money	IBM Applications GO IBMAPP
<b>META SOFTWARE</b> MetaDesign	Windows 3rd Party A GO WINAPA
<b>MICROGRAFX</b> Designer; Charisma; Mirrors and XPort	Windows 3rd Party A GO WINAPA
<b>MICROSOFT CORP.</b> Excel; Word; Works; Project; Paintbrush; Microsoft Mouse; Loan Manager; C; QuickC; BASIC; QuickBASIC; Assembler; Windows	Microsoft Connection GO MICROSOFT
Microsoft Knowledge Base	GO MKB
Microsoft Excel	Microsoft Excel GO MSEXCEL
Microsoft Word; Works; Project; Paintbrush and more	Microsoft Applications GO MSAPP
Microsoft C; QuickC; BASIC; QuickBASIC; Assembler; MASM and more	Microsoft Language GO MSSYS
MS-DOS; OS/2; Presentation Manager; LAN Manager; SQL Server; MSNET	Microsoft operation systems & Development Forum GO MSOPSYS
Microsoft Windows 3.0	Microsoft Windows GO MSWIN
<b>MULTISOFT</b> PC-Kwik Power Pak; Super PC-Kwik Disk Accelerator; PC-Kwik Power Disk	PC Vendor A GO PCVENA
<b>MUSTANG SOFTWARE</b> WILDCAT!; MortPlan; BrainStorm; PRT-LABEL; PRO! series	PC Vendor A GO PCVENA
<b>NANTUCKET CORP.</b> Clipper	Nantucket Reference Center and Forum GO NANTUCKET
<b>NBI INC.</b> Legacy; Legend; OfficeWorks	Windows 3rd Party B GO WINAPB
<b>NOVELL INC.</b> NetWare	Novell NetWire GO NOVELL



# MS-DOS SPECIAL INSERT

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>OWL INTERNATIONAL</b> Guide; IDEX; Guidance	Windows 3rd Party B GO WINAPB
<b>PARSONS TECHNOLOGY</b> MoneyCounts; QuickVerse	PC Vendor C GO PCVENC
<b>PDC PROLOG</b> PDC Prolog Compiler (DOS & OS/2); PDC Prolog Toolbox; PDC Prolog Professional User's Guide	PC Vendor B GO PCVENB
<b>PERSONICS CORP.</b> Ultravision; Monarch; Macro Editor/Debugger; @BASE; Look & Link; See More; Instant Analyst; Smart Notes	PC Vendor B GO PCVENB
<b>PKWARE INC.</b> PKZIP; PKUNZIP; PKMenu; StupenDOS	PC Vendor C GO PCVENC
<b>POLARIS SOFTWARE</b> PackRat	Windows 3rd Party A GO WINAPA
<b>PRECISION SOFTWARE</b> Superbase 4; Logistik	Windows 3rd Party A GO WINAPA
<b>PRIMAVERA SYSTEMS INC.</b> Primavera Project Planner (P3); Primavera; Finest Hour; Expedition; Parade	PC Vendor B GO PCVENB
<b>PROGRESSIVE SOLUTIONS INC.</b> Back and Forth; Menu Commando II; File Commando II	Zenith GO ZENITH
<b>PUBLISHING TECHNOLOGIES</b> File Organizer; MultiTack	Windows 3rd Party A GO WINAPA
<b>QUALITAS</b> 386MAX; BlueMAX; MOVE'EM	PC Vendor A GO PCVENA
<b>QUARTERDECK OFFICE SYSTEMS</b> DESQview 386; QEMM-386; QRAM; Manifest; DESQview; QEMM 50/60; DESQview API Libraries	PC Vendor B GO PCVENB
<b>QUICKSOFT</b> PC-Write; PC-Write Lite; PC-Browse	PC Vendor B GO PCVENB
<b>ROYKORE SOFTWARE</b> OPUS I; ABC Flowcharter and ORGcharter	Windows 3rd Party A GO WINAPA
<b>SAMNA CORP.</b> Ami; Ami Pro; Word IV; Plus IV	Samna GO SAMFORUM
<b>SOFTBRIDGE</b> Bridge Tool Kit; QuickPlan; Softbridge Financial Planner	Windows 3rd Party B GO WINAPB
<b>SOFTCRAFT</b> WYSIfonts!	Windows 3rd Party B GO WINAPB
<b>SOFTKLONE DISTRIBUTION CORP.</b> Mirror III; PRISM	Zenith GO ZENITH
<b>SOFTVIEW</b> MacInTax; TaxView Planner	Windows 3rd Party B GO WINAPB

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
<b>SOFTWARE PUBLISHING CORP.</b> Harvard Project Manager 3; Harvard Graphics; Office Writer	Software Publishing GO SPC
<b>SPECTRA PUBLISHING</b> PowerBASIC	PC Vendor B Forum GO PCVENB
<b>SITKA</b> Network Bundle for DOS 3.0; FlashCard; FlashCard MicroChannel	PC Vendor A GO PCVENA
<b>SYMANTEC CORP.</b> Q&A; TimeLine; GrandView Note-it Plus; ThinkTank; SQZ! Plus; Norton Utilities	Symantec GO SYMANTEC GO NORTON
<b>TAPCIS</b> CompuServe Access Program	TAPCIS GO TAPCIS
<b>TOSHIBA AMERICA INC. (TAI)</b> Laptops and portable computers	Toshiba GO TOSHIBA
<b>TURBOPOWER SOFTWARE</b> Object professional; B-Tree Filer; Turbo Analyst; Turbo Professional	PC Vendor B GO PCVENB
<b>VERICOMP</b> SoftBytes; Memory Master; Password!	PC Vendor C GO PCVENC
<b>VESTRONIX INC.</b> Pro-C	PC Vendor B GO PCVENB
<b>WHITEWATER GROUP</b> Actor; WinTrieve; ObjectGraphics	Windows 3rd Party B GO WINAPB
<b>WILSON WINDOWWARE</b> Command Post; Browser; Applets	Windows 3rd Party A GO WINAPA
<b>WOLFRAM RESEARCH</b> Mathematica	Wolfram Research GO WOLFRAM
<b>WORDPERFECT CORP.</b> WordPerfect series; DataPerfect; PlanPerfect; Repeat Performance	WordPerfect Support Group GO WPSG
<b>WORDSTAR</b> WordStar	WordStar GO WORDSTAR
<b>WORDTECH SYSTEMS</b> dBXL; QuickSilver	PC Vendor C GO PCVENC
<b>XEROX DESKTOP SOFTWARE</b> Ventura Publisher; Form Base	Xerox Desktop Software GO VSIFORUM
<b>ZENOGRAPHICS</b> Super Print; Pixie; Metafile; Artpack	Windows 3rd Party B GO WINAPB
<b>ZSOFT CORP.</b> PC Paintbrush +; Publishers Paintbrush; Publishers Type Foundry and SoftType	Windows 3rd Party B GO WINAPB



# Mexico's Mile-High City



DAVID LYON

Onions, tomatoes, chile peppers and tomatillos offered in abundance: Mercado Abastos

## TRAVEL

### CM's Travel Credo:

Bring us your tired, your weary, your forlorn spirits and we pledge to ship you out to London, Tokyo, Budapest, maybe even a Wyoming dude ranch. Lengthy luxuries, quick-hit getaways and memories guaranteed.

▼  
Mountains and  
Mole Sauce

▼  
Visitor's Guide,  
page 33

### Its bountiful markets, artisans and ridged ruins make Oaxaca the seat of Mexico's ancient Indian heritage.

Oaxaca seems as old as the hills of the Sierra Madre del Sur that surround it. Long before the Spanish brought the cross and sword to this rich valley in southern Mexico, one of the most advanced civilizations of the ancient world flourished here.

Modern Oaxaca (wah-HAH-kah) is heir to both traditions. It is a charming Spanish colonial center—as the architecture and city design attest—and the de facto capital of indigenous Mexico: home to the food, languages, customs and arts of the Indians who have lived here for 3,000 years. Two parts of town best capture that dual heritage: the old city center and the Saturday Indian market.

Any Oaxaca trip should be timed to take in the Mercado Abastos, one of the largest and most colorful open-air Indian markets in the Americas.

Like an American "superstore," the mercado is one-stop shopping, but brighter, more vibrant and downright sensuous. Mounds of familiar and exotic fruits and

vegetables spill into the aisles, testimony to the bounty of Oaxaca's year-round temperate climate. A riot of flowers bristles down long rows, a dizzying sea of patchwork color.

Cooks hold forth in the heart of the market, but it's the better part of a traveler's valor to resist the meat, onions, chiles and tortillas sizzling on the griddles. The other heady aroma nearby comes from cacao, dried chile peppers, nuts, seeds and spices being ground into the black chile sauce, mole (MOE-lay), that tops every Oaxacan menu.

Oaxaca is Mexico's leading crafts region, but with the exception of woven sarapes and rugs, this market isn't the place for major purchases.

Abastos is inevitably crowded and bustling, so arrive before 10 a.m. while the pace is still tranquil. Take in the sights, sounds and smells—and the age-old rhythm of personal commerce.

If the weekly market is the heartbeat of contemporary Indian life, the placid city center—the park-like zócalo and alameda and the cathedral plaza—represents the courtly and ordered heritage of Spanish colonialism. It contains many of the hotels, most of the good restaurants, much of the nightlife and every civic celebration.

The bandstand in the center of the zócalo



seems lifted from a giant wedding cake. Impeccable plantings lining the walkways are broken every few yards by white wrought-iron benches.

The buildings surrounding the zócalo feature arched portals, the perfect setting for outdoor cafés, which serve as a center of tourist and expatriate life, and a gathering spot for Oaxaca's cosmopolites as well.

Roughly speaking, the area south of the zócalo is the daily market region of Oaxaca—a collection of narrow streets, small stalls and odd shops stocked with everything from stationery to farming supplies to crafts and food of all descriptions. Try the stalls on 20th of November Street around the Benito Juárez market for ceramics, wood carvings, weavings and a range of tin objects. Stop by Guelaguetza at No. 605 for free samples of chocolate made on the premises.

North of the alameda lies the posh side of the old town. The craft galleries on Alcala and García Vigil streets cater to serious folk art collectors. Gallery owners play the same role as museum curator—selecting the best work available.

### Zapotec Treasures and Sites

The Regional Museum of Oaxaca, in the former convent attached to the church of Santo Domingo, literally holds the state's treasures. Exhibits are organized into three

parts. Ethnographic dioramas show the dress and crafts of the different native peoples of Oaxaca. Another section presents an archaeological tour of the Oaxaca valley cultures. But the jewel in the crown is the breathtaking display of goldwork, ceramics, stone carvings and jewelry from Tomb 7 at Monte Albán, the great Zapotec, then Mixtec capital, a few miles outside of town.

Two other museums also offer a taste of colonial-era life. The Museum of Oaxaca is classic courtyard architecture. Its first-floor exhibits include antique maps of the city and 19th-century photographs. The second story is a gallery with changing contemporary art exhibitions.

The House of Juárez Museum is the home where Benito Juárez, a Zapotec Indian and contemporary of Abraham Lincoln, spent his youth as a houseboy. Juárez became president of Mexico and is a national hero for his civic reforms and his role in ridding Mexico of French rule. The house museum, however, is a telling picture of the modest lifestyle that even well-to-do families led in the early 19th century.

Oaxaca's most famous contemporary figure is the artist Rufino Tamayo, who donated his personal collection of pre-Hispanic art to the city. The artist's sensibilities are front and center; he selected pieces for their aesthetic value, not their archaeological

significance.

Several significant archaeological sites surround Oaxaca, notably Monte Albán and Mitla. Both are accessible via inexpensive bus tours from the zócalo and major hotels. The half-day trip to Monte Albán is a must. The Zapotecs who built the city around 1000 B.C. leveled the top of a mountain to erect a stronghold that controls the entire valley and one of the major trade routes of the ancient world. Over the next 22 centuries, the city was rebuilt at least five times. One of the mysteries of Monte Albán is why it was abandoned; even today there are no nearby towns.

By contrast, the site of Mitla is surrounded by a vibrant modern town—complete with thriving souvenir market. Mitla is known for the complex and beguiling geometric patterns of its wall reliefs—patterns that area weavers have incorporated into the local design vocabulary.

### When the Night Falls

At nightfall, Oaxacan life again contracts to the zócalo, for most of Oaxaca's best restaurants are near the square. Oaxacan cuisine is unusual, even by Mexican standards. Traditional Oaxacan black mole sauce, based on chiles and chocolate, is served over tortillas or meat. The region is wheat country, so flour tortillas and yeasted breads are com-

## Looking for Artesanos

Throughout the Oaxaca valley live some of Mexico's finest folk artists, who often work in anonymity amid family and domestic routine. Yet they open their homes and workshops to anyone who seeks them out. Workshop selection is often broader than in city galleries and prices are rock bottom. No bargaining, please.

For first forays, try Teotitlán del Valle (10 miles from Oaxaca on Route 190), where Zapotec weavers have created some of the world's finest tapestry for nearly 3,000 years, and San Bartolo de Coyotepec, home of Oaxaca's famous black pottery.

The homes of Teotitlán weavers are the richest in the valley. Along the main street of the village proper, rugs fly like banners at the door of every studio. Consider carefully the quality of weaving and design; they vary greatly. Isaac Vasquez at Juárez 44 weaves some of Teotitlán's most beautiful work.

San Bartolo lies 5 miles south of Oaxaca on Route 175. In the 1930s, Rosa Valente Nieto developed the black pottery and later perfected the technique to produce an unglazed high sheen. Her studio, now run by her son, is a large operation with a vast



Dark, rich pottery is buffed with quartz stone: San Bartolo workshop

DAVID LYON

selection.

Other ceramic artists are less centralized, but worth locating. Josefina, Irene and Guillermina Aguilar are currently in demand for their brightly painted figures of market women and virgins and their multi-figure scenes of weddings, festivals and lovers on park benches. Their studios stand side by side on Route 175 outside Ocotlán. Arrive early to beat the dealers who sweep up the entire stock

to sell at double the price back in Oaxaca.

The town of Atzompa has a tricky turn-off from the road to Monte Albán. Artistic matriarch Teodora Blanco introduced the town's trademark style of elaborately decorated, unglazed figures, and her family carries on the tradition.

The work of Yrma García Blanco is accomplished and heartfelt. From Teodora's studio, walk uphill to a house topped with large ceramic figures. Yrma's children lead the way from there. Her kiln sits in the yard surrounded by pigs, ducks and chickens.

—PH & DL





DAVID LYON

mon. Broiled meat is popular, both as steaks or on skewers with chile peppers and onions.

Part of the art of dining in the city is getting a good view. Balcony restaurants offer a bird's-eye perspective on the nightlife. One second-story operation, El Asador Vasco, has an excellent strolling string band. The Hotel Monte Albán fills the restaurant in its courtyard with an enthusiastic nightly show of folk dancing.

After-dinner hours are traditionally a quiet time in Oaxaca, although street musicians hold forth under the portals. Join the locals for constellation-gazing in the zócalo—the promenade is something to see.

*Patricia Harris and David Lyon are free-lance writers based in Cambridge, Mass.*



PATRICIA HARRIS

Ruins of Zapotec city reveal a harmony with its mountaintop setting: Nearby Monte Albán

## Oaxaca Travel Guide

Several US and European airlines serve Oaxaca, as do Mexicana and Aeromexico.

See Eaasy Sabre (GO SABRE) or the Official Airline Guide Travel Service (GO OAG) or Travelshopper (GO PARS) for details.

The best-located hotels in Oaxaca don't advertise and some take only cash. Two excellent choices on the zócalo are the Hotel Senorial and the Marques del Valle. Double rooms in season are around \$30, but quarters vary so examine the room before signing in. The fanciest spot in town is El Presidente, a former convent, which can be found (along with resort hotels with discos on the edge of town) on Eaasy Sabre and Travelshopper. Another online area to search for hotels is the ABC Hotel Guide (GO ABC).

Oaxaca may have no bad restaurants, but visitors not adapted to Mexico should avoid street vendors and the small kitchens near the market. Good restaurants are not expensive. For the most comprehensive menu of local specialties, try the El Marques café on the zócalo. El Meson at Hidalgo 805 is the chic grille. Restaurant Bar Cathedral at Garcia Vigil 105 has a dozen versions of filet mignon for \$7 each. The best place in town, Mi Casita at 616 Hidalgo, is open only for lunch on the balcony. The restaurant at El Presidente offers a large Sunday brunch and a Friday night folklore show.

Car rentals are high. The best rate in town is about \$60 a day for



DAVID LYON

Common sight: Fruit-topped vendor

a new stick-shift Volkswagen Beetle at Promotera de Puerto (also called "Gus's Rentanauto") next to the post office on the alameda. Budget, Dollar and Hertz service Oaxaca; all are cheaper through a hotel than at the airport.

Changing money is difficult in Oaxaca. Banks swap currency only during limited hours and lines are long. Hotel exchange rates are poor. When time is short, use a money-changing shop and accept about 5 percent less than the bank rate. Sophisticated shops take credit cards but may offer a discount for cash. Market vendors accept only currency.

*The Oaxaca Times*, a monthly English-language newspaper available at most hotels, offers a wealth of information. The state tourism office distributes a terrific city map and a useful driving map for finding nearby villages.

There is no bad season to visit Oaxaca. Night temperatures stay in the mid 50s and day temperatures in the high 70s and low 80s year round. From late April until mid-October, it rains daily around 4 p.m., then clears. Busy

times include the Christmas season, Nov. 1-2 (Day of the Dead festival), and mid-July during the Guelaguetza folklore festival.

For advance planning, contact Mexico Tourism in most major cities or call the New York office at 212/755-7261 (405 Park Ave., Suite 1002, New York, NY 10022).



# What Do Men Want?

► **The seldom-asked question gets an answer—their rights—in an Issues Forum area that's not all machismo.**

Date rape ... domestic violence ... child abuse ... pornography ... these are all issues critical to women. They are also of vital importance to men, because women aren't the only victims.

## PERSONAL BUSINESS

### CM's Personal Business Credo:

It's our business to help you achieve your personal best. Wise consumer. Time watcher. Intricate researcher. Savvy politico. Grown-up kid. You've got the need, we've got the gear; it's all right here.

▼  
Forum with a Gender Bent

▼  
Mobile Office, p. 36

▼  
Online Dorm, p. 39

▼  
Making Maps, p. 41

The Masculist Issues Section of the Issues Forum (GO ISSUES) is dedicated to identifying and responding to the needs and hurts of men. The discussions are wide open, but the focus is on male equality, a sometimes touchy and often misunderstood concept in a world that points the finger at men as violators of women's rights. You won't hear a lot of feminist bashing, but you will hear a lot about what men still need from women and from each other.

"If there's a particular goal I'm trying to achieve," explains Section Leader Tom Breton, "it's to make people aware that, contrary to the thrust of the mainstream media, men don't already have all the rights they deserve. And in many ways, things that people think only women—or mostly women—suffer from, in fact, affect men equally as much or more."

For example, how often women abuse their mates is a subject covered in online discussions and in the articles, essays and studies available in the forum's Library 12. There are stories about the legal nightmares of men who have found themselves falsely accused of molestation when they sue for custody of their children. The online offerings have also included statistics on male date rape, research on sexual bullying, and a free-for-all discussion about having women reporters in the locker room.

Bob Sirianni, a self-employed design en-

gineer from Easton, Pa., has been active in the Issues Forum for five years, and currently serves as the online representative for the National Coalition of Free Men (NCFM). The group is based in Manhasset, N.Y., and, in addition to its online presence, has chapters in several cities and publishes a bimonthly newsletter. NCFM also sells reading material; operates a speakers bureau; produces radio and TV programs; acts as a clearinghouse on related academic research; and conducts national, state and local campaigns on pertinent legal and political topics.

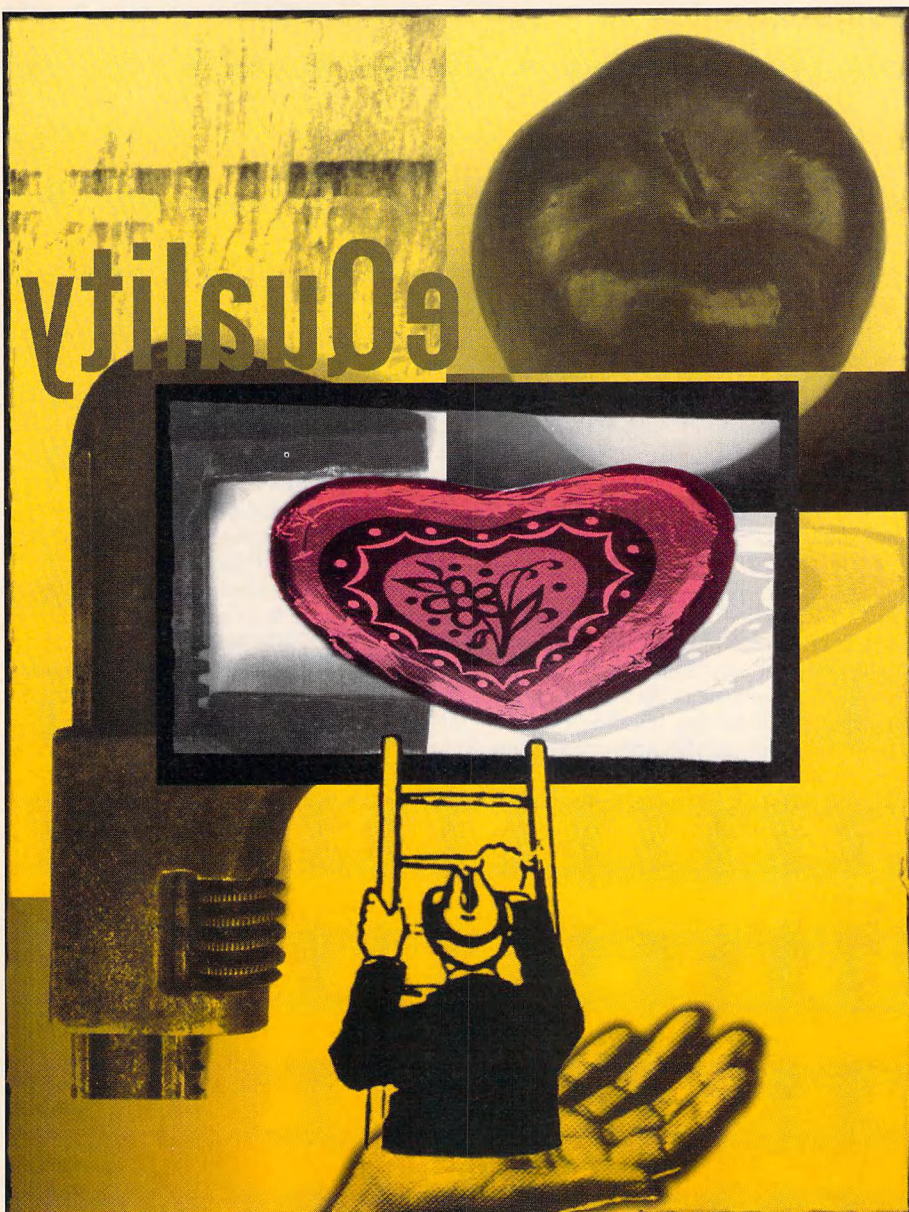
"There are probably more than 300 fathers' rights groups around the country that look at the narrower issues of custody and support," Sirianni says. "The NCFM takes a broader view of sexism toward men and addresses issues such as the unacknowledged problem of violence against men, court bias against men, military draft registration for men only, the denial of scholarships to men who fail to register for the draft and gender-based role reinforcement in the advertising media."

Sirianni and other forum participants have found that getting together online has certain advantages over meeting in person. The convenience of not having to coordinate your schedule with that of a roomful of busy men, is one. Not having to leave the house is another, as well as speaking your mind without fear of ridicule or reprisal.

"Online discussions are lighthearted with 'more light than heat,'" says Tom Breton. "It's less personal; posted opinions stick around for days instead of minutes, so you don't want to say something without supporting it. You also have the chance to edit what you write until you think it conveys what you want to say."

What you say is also likely to be read and responded to by the occasional visiting female. That's perfectly fine with Andy





## Read More About It

In the Issues Forum's Library 12, "Masculist Issues," you'll find an excellent assortment of reference material on the subject of men's rights. Material includes practical guides to political action resources, book reviews, legal information, and academic research on topics such as date rape and spouse abuse. Forum message threads are compiled periodically and uploaded for those who missed out on some of the give-and-take. Here are a few files that can get you started in understanding the masculist point of view:

- ▶ **Detailed descriptions** by the National Coalition of Free Men of who they are, what they do and how they do it. A membership form is included at the end if you'd like to join. File INTRO.CFM.
- ▶ **Names, addresses and phone numbers** of NCFM members are listed for you to call to find out more about what's going on in your area. File REPS.CFM.
- ▶ **Articles from *The Liberator***, a publication of the Men's Rights Association, include such subjects as divorce and the "destroyed father syndrome," women in the military, and a masculist commentary on the tragic 1989 mass murder in Montreal. See files with the prefix LIB.
- ▶ **Files rebuking the research** of Lenore Weitzman, author of 1985's "The Divorce Revolution," who wrote that men's standard of living increases after divorce while women's and children's declines. The four articles are named WEITZM.AN1 through WEITZM.AN4.

Bokelman, who likes the freedom with which all kinds of forum participants jump into the discussions. "This is one of the few publicly available places where men's gender-based issues are discussed in a sympathetic manner, similar to the way I am used to discussing women's issues," the Los Angeles administrative analyst says. "Having women in the section shows the men that there are women who are concerned and willing to understand these issues from a masculist perspective, just as many of us are willing to attend discussions or listen to our female friends to learn about women's issues."

Steve Myers stumbled upon the Masculist Section while browsing the forums one day. He was intrigued by the name and has stayed for the discussions. "I wondered if this would be a bunch of guys who had found a little corner in which they could bash

females," the Inglis, Fla. resident says, "or a hideaway where 'men are still men?' I thought the name, regardless of what its content might be, reflected an against-the-grain spirit I always find attractive, so I gave it a try," he says.

"I've found most of these so-called masculists to be 'feminists', much more so than most women I know. Forum participants sometimes criticize feminism, but only when they see unfairness, such as when females are permitted to enjoy equality in some areas while preserving the conveniences of inequality in others, or when we perceive that we are being expected to somehow stop being male."

Everyone who visits the Masculist Section will not necessarily want to grapple with issues as complex as the women's liberation movement or as tragic as child custody

battles. The forum is a resource and avenue for talk, but not necessarily a place where participants have to lay bare their souls or reveal their innermost personal secrets. Discussions are sometimes of the "tastes great, less filling" persuasion, looking, for example, at New York's "potty parity" laws, how the media depicts gender roles and the question of whether sex too soon can ruin a friendship. There are as many topics online as there are forum members to talk them out.

"I am not a single-issue person," comments Myers, "unless my issue is that I want everyone to be free to pursue their goals without interference from other individuals, family, society and government."

*Maura J. Mackowski is a free-lance science and business writer based in St. Louis. Her CompuServe User ID number is 76004,2243.*



by Susan Katz

# Taking It on the Road

► **Mobile Office magazine is online documenting the cellular revolution.**

Remember how we used to laugh at Maxwell Smart and his ringing shoe? Now you can be the technological equivalent of Smart—with your portable phone, laptop or palmtop computer, car fax, pager and more. Find out how and talk with others in this high-tech fast lane, in the new Mobile Office library and message section of the Consumer Electronics Forum (GO CEFORUM).

*Mobile Office* magazine has gone online. Peter Otte, senior editor of the magazine, became active in the forum to spread the word about the latest cellular products and innovations for those who need, or prefer, to work on the go.

Library and Message Section 14, Mobile Office, have been added to provide information and expertise to CompuServe members and to give a direct connection between *Mobile Office* readers and editors. (For more information on CE Forum files, see "From the CE Forum Files" p. 38.)

Dawn Gordon, sysop of the CE Forum since its inception in 1985 and author of more than 300 articles about consumer electronics, says, "The cellular industry is becoming so big, and the products coming out so quickly, that I think it's important we have a good handle on what's going on in the market. *Mobile Office* is a good way to do that."

You can browse through selected *Mobile Office* articles in the library or search them via key words. "And if you have a question about a product in an article or other products not mentioned, you can post it in the message section," says Otte. Message threads are a source for letters to the editor and provide the editors with information about where readers' interests lie.

One of the first *Mobile Office* articles uploaded to Library 14 was one from the November 1990 issue on how to link a laptop computer to a cellular phone (CELLAP.TXT). Also covered in the section are portable faxes, super-organizers such as the Sharp Wizard and the Casio B.O.S.S., palmtop computers, pagers and other portable fare.

For many, the first mobile equipment is the car phone, no longer the sole domain of

the chic and trendy. Screenwriter Marcia Midkiff says her car phone is a matter of dollars and sense. "How much would you be willing to pay for two more hours in your day?" she asks.

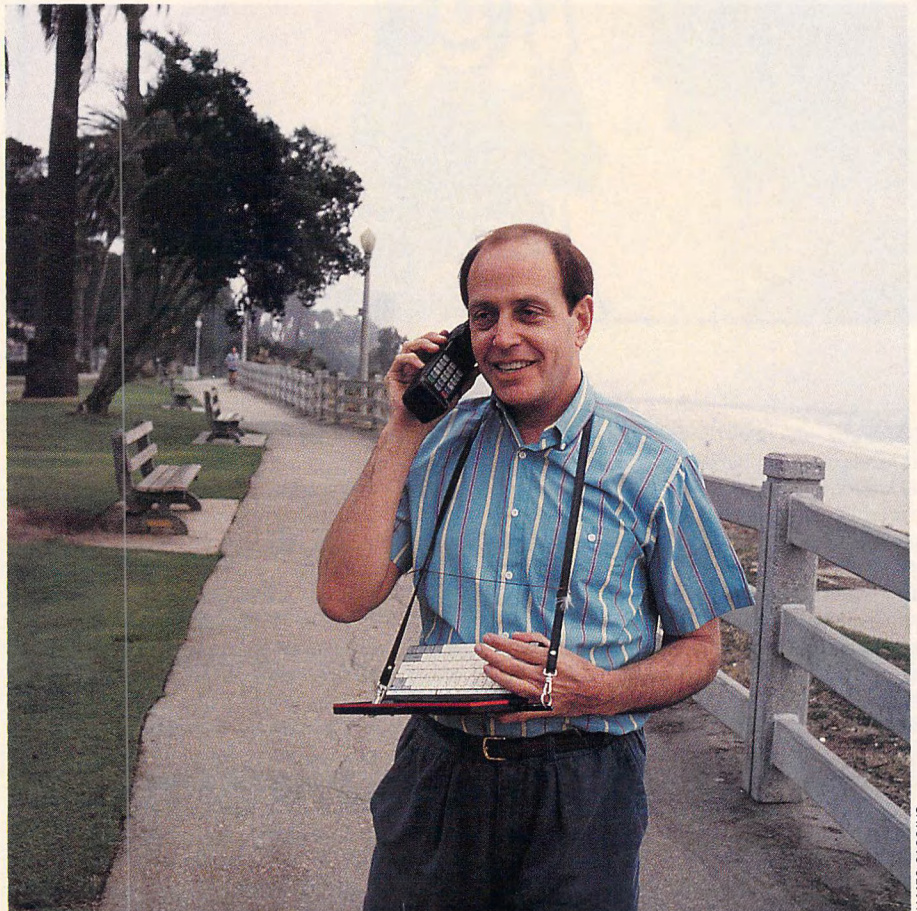
Midkiff often finds herself on the freeway between her home in Studio City, Calif., and a studio in Culver City, an hour's drive away. Before leaving for home in the afternoon, she calls her home answering machine, gathers her messages and, by the time she reaches home, she has returned her calls.

Midkiff says her car phone gives her a sense of security. For example, she can phone people she's picking up to tell them when she

has arrived. And it's stress-relieving: "You can call someone and tell him or her you're going to be a few minutes late, rather than driving recklessly to the appointment."

Dawn Gordon figures she'll have another use for a portable phone after the birth of her baby. She'll be able to leave just one number with the babysitter and know she'll be just a call away in case of an emergency.

John Hill and Norm Leventhal, president and vice president of Info System Architects, have put much of the cellular technology together into a fully outfitted mobile office: a 40-foot Bouncer motor home they take all



Hikes L.A.'s pre-dawn boulevards, composing scripts and taking calls: 'Martian' Goren

JAMES CACCAVO



over the country. It is outfitted with a network of three workstations plus file server.

"It allows us to just pull up to a client's site and begin working," says Leventhal. They can even put a screen out front and do presentations there.

From their home base computer in North Hollywood, Hill and Leventhal keep in touch with each other and the five to 10 employees and subcontractors who work for them. With the motor home's generator, cellular phone and computers with fax cards, business as usual can go on in the back of the Bouncer as it rolls down the interstate toward one of their clients, such as Rockwell in Houston.

"People are sometimes surprised to step inside and see the file server and uninterrupted power supply under the seats," says Leventhal.

Perry Solomon, president of High Technology Distributing in Van Nuys, Calif., is

not surprised by such innovations. Known as the "Prophet of Zoom," he preaches the gospel of the office of "four wheels, not four walls."

Solomon has a fax in his car, which saved him, he says, more than \$130 during a recent Comdex trade show. "I was in the middle of publishing *High Technology News*," he explains, "but the hotel where I was staying in Las Vegas charged \$5 per page of incoming fax." Solomon was able to instead use the fax from his car and retrieve information from his office in Van Nuys and elsewhere.

But while Solomon, Leventhal and others zoom by at 55 mph, CompuServe member Rowby Goren of Los Angeles takes his fully equipped mobile office with him ... on foot.

"I think best on my feet," claims Goren, writer and co-producer of Saturday morning TV's "Fido-Dido" and other cartoon programs. Realizing mornings were his best

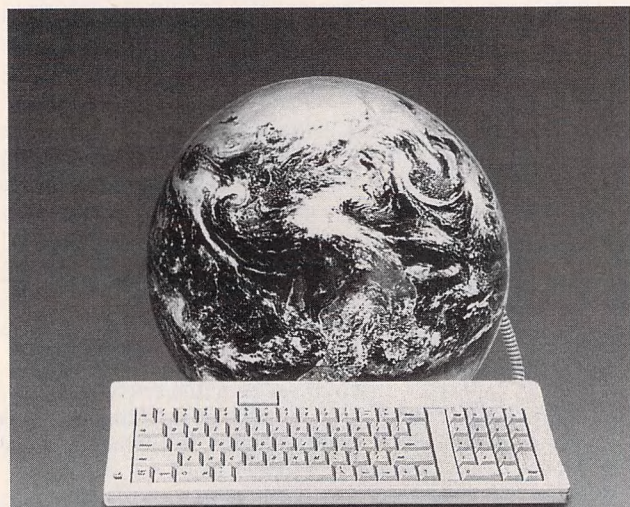
time for both writing and walking, Goren bought a Poqet palmtop computer and attached a leather camera strap to it so he could sling it over his neck. Because he starts out at 4:30 or 5 a.m., before the sun comes up, he takes along a battery-powered gooseneck lamp, clipped to his shirt.

This is how he wrote much of "Fido-Dido," and the Saturday morning cartoons "Bill and Ted's Excellent Adventure" and "Mario Brothers."

Thanks to some comparison shopping he did in *Mobile Office*, Goren also bought a portable phone. He has been known to stroll up Sunset Boulevard, computer around his neck, lamp clipped to his shirt, phone in hand, catching up on early-morning calls to New York.

While this makes technological sense, the sight of Goren walking down the sidewalk has prompted one regular along his route to herald his arrival with, "Here comes the martian!"

## PERSONAL BUSINESS



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Network Earth, Sundays, 11:00pm ET



GO EARTH to visit the Network Earth Forum



## Whatever Happened to...

You've kept in touch with a few friends, but whatever happened to the rest of your old classmates? With the class reunion just a month away, you still can't locate half of them. Aside from calling all over the country, what more can you do?

**Call on Phone\*File.** We have the names, addresses, and phone numbers you need — over 80 million records covering the entire United States. With Phone\*File, locating old classmates will be as easy as thumbing through your own address book.

### Phone\*File

On the CompuServe Information Service, type GO PHONEFILE

GO OLI for more information.



# From the CE Forum Files

Visitors to the Consumer Electronics Forum (GO CEFORUM) libraries will find an eclectic mix of topics pertaining to all types of electronic gadgetry. The libraries' 14 sec-

tions contain files on audio and video equipment, satellite systems, telephone products, and miscellaneous electronic "toys" such as personal stereos and automatic breadmakers.

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In the TV/Cable/Radio Library, find such industry news as the 1991 Emmy award nominees, message threads discussing favorite TV shows and Nielsen Ratings results. Film industry news and topics such as weekly box office reports and discussions of the latest films are in the Films/Theaters Library. Other libraries include New Products/News and Community Square.

A master index of all files in the CE Forum libraries is located in Library 1, "CE Forum Information," file MASTER.INX, and each library contains an index of its files.

Here's a sampling of what you'll find:

**List of more than 120 video product manufacturers**, including addresses and phone numbers. Library 2, "Video Hardware," VIDMAN.LST.

**Recommendations for buying mid-priced cassette decks.** Library 3, "Audio Hardware," CASS.THD.

**List of newly announced titles** available on Pioneer Laserdisc. New titles are uploaded monthly. Library 4, "Video Software," PIONLV.DEC.

**Alphabetical listing by artist of reviews** included in the "Compact Disc Review" files. Library 5, "Audio Software," CD-REV.INX.

**Film critic Roger Ebert's story** about attending Sony's HDTV (high-definition television) demonstration at the Hawaii Film Festival. Library 6, "TV/Cable/Radio," HDTV.

**Episode guide for the second season of Fox TV's "The Simpsons."** Includes official titles and Bart's blackboard writing for each episode. Library 6, SIMP2.TXT.

**List of theatrical film releases** for 1990, grouped by distributor, with credits, release dates, synopses and more. Library 7, "Films, Theaters," FILM90.TXT.

**Alphabetical listing of 1,003 Warner Brothers cartoons**, including title, director, year, type and stars. Library 7, WARNER.

**Description of a new telephone\*product** that screens out all unwanted telephone calls by utilizing a three-digit code system. Library 9, "Telephone Products," CALL.

**Discussion of the merits of Canon's PC-6RE and PC-7 personal copiers.** Library 10, "Misc. Electronics," COPY.THD.

**Mobile Office article** on how to reduce cellular phone costs. Library 14, "Mobile Office," CLCOST.TXT.

—Michele D. Kinnamon



# Pupils With Contacts

## ► STUFO's denizens do homework, hunt for colleges, or just hang out.

There aren't any food fights or toga parties, no one will borrow your toothbrush without asking, and we promise no fire drills in the middle of the night. On the other hand, there's plenty of help for that term paper due tomorrow (you know, the one you remembered today), you can eat in the library and there's always someone awake just to hang out with.

Maybe the best way to understand the Students' Forum (GO STUFO) is to picture a big, online college dorm. It's coed, there are no restrictions on visiting hours, and high school age visitors are invited to drop by anytime. Even teachers are welcome, provided they don't assign homework.

The Students' Forum definitely isn't a place for eggheads to flex their cerebrums, says Assistant Sysop David Wright, but "a place to get away from the school stuff; to make friends, kick back and let your hair down. It's a rendezvous place, where kids can just hide out."

The forum message boards reflect the eclectic interests of the participants. Students talk about their favorite bands, tackle the trivia quizzes, look for help with homework or term papers, and check out the colleges of their choice. Particularly popular, Wright notes, is logging on in search of someone who's an alumnus of a university they'd like to attend or are currently enrolled in. For those still considering different majors, he tries to match up students with others working or studying in the same field of interest.

Forum libraries contain art, poetry and book reviews uploaded by individual students or classes working on group projects. Uploads contributed by forum members include tips on using electronic mail, information on colleges and degree programs, and

transcripts of past message threads and online conferences.

The conferences come in two varieties. Forum Manager Dave Winslow, a teacher in Columbus, Ohio, organizes events that often use headline news as a starting point for discussions among students from as many as 10 schools.

"One recent conference was held on election day," Winslow says. "A state representative from the Ohio House of Representatives was online to answer questions concerning the Persian Gulf situation from a political perspective. We have plans for two more conferences, possibly three, on the Persian Gulf from other viewpoints: military, economic and perhaps personal."

Wright, a part-time business student working by day for a Tulsa aerospace firm, sets up informal conferences in which students log on with nitty-gritty questions for the evening's guest of honor. Spring and summer plans include inviting a university admissions director, a college counselor, a representative from Peterson's College Database and, for the teachers, an expert on computers in the classroom. Guests are usually selected on the basis of how well they tie in with the information that forum users are clamoring for at any particular time, Wright explains. "During

the spring semester, most of the traffic on the message board is along the lines of: What is college really like? How do I plan for school? What will they expect of me? How can I prepare for the SAT or ACT?"

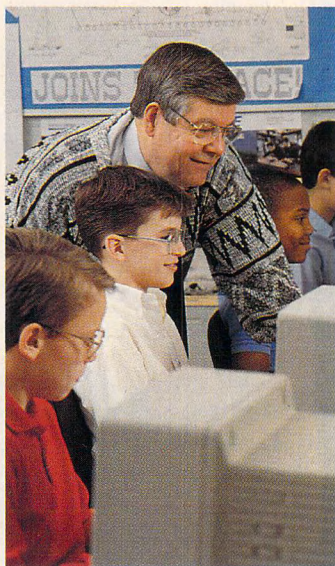
Before they even get around to asking about financial aid sources or graduate schools, though, a lot of users need help in finding their way around the forums. "We probably spend as much time training people on CompuServe as anything else," Wright says. "The vast majority of people who log on are new CompuServe users, many first-

timers, so we try to give them a few skills." Wright personally answers questions about minimizing costs and maximizing online benefits, steering students to information on automated programs such as TAPCIS or Navigator, and patiently explains how to participate in conferences or send electronic mail to an Internet user.

The online academics aren't too rigorous, though, Wright says, just enough to get you up and running. The most important rules at this school are simply to have fun, make friends and bring enough pizza for everyone.

For more information on online resources for students, see "Help for 11th Hour 'Scholars'" on the following page.

## PERSONAL BUSINESS



Talking up current events: Winslow

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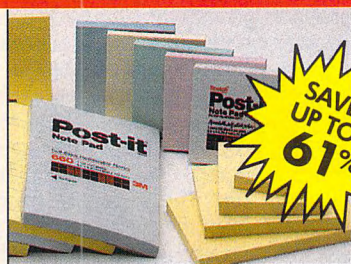
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## Help for 11th Hour Scholars

Whether you burn your oil at midnight or at high noon, lots of CompuServe services provide help for the online academic.

### Peterson's College Database (GO PETERSON).

More than 3,400 colleges and universities in the United States and Canada are listed here. If you're checking out a likely campus, you can search by more than a dozen features, including location, size, academic programs, sports, admission requirements, campus setting and cost.

### Grolier's Academic American Encyclopedia (GO AAE).

More than 31,000 articles on every subject from Aachen to Zygote are available at standard CompuServe connect rates.

### Database Plus products.

Read full-text articles from more than 90 consumer and trade publications in Magazine Database Plus (GO MDP), or lay-oriented abstracts and articles on medicine and patient care with Health Database Plus (GO HLTDB). The online cost is \$15 per hour and \$1.50 per story read.

### NewsGrid (GO NEWSGRID).

Wire service news stories are available at standard connect-time rates for the student who needs to know what's happening in politics, economics and world affairs. Search by key word to get just what you want.

### Forums.

If it's advice you need—first-hand experience or wisdom that hasn't been cataloged and indexed—ask one of the more than 750,000 CompuServe members. There are even several groups with special sections for students, including the Legal (GO LAWSIG), Journalism (GO JFORUM) and Foreign Language (GO FLEFO) forums.

Maura J. Machowski is a free-lance science and business writer based in St. Louis. Her CompuServe User ID number is 76004,2243.





# Weather 'Tis Simpler

## Colorful graphics are the trademark of Accu-Weather's maps.

Weathermen, back when they still were "weathermen," used to love magnets. Each evening, they'd point to an artful arrangement of slap-on suns, clouds, lightning bolts and dotted lines we were meant to take as "occluded fronts." Although necessary information was being passed along, you couldn't help but think of the side of the refrigerator.

Now that we've been rushed headlong into the computer age, weathermen have become highly skilled "meteorologists," and both their forecasting and the colorful graphics they use to convey it are created with sophisticated software. In fact, CompuServe now offers many of these images straight from the source your local meteorologist probably uses: Accu-Weather Inc. (GO MAPS).

Detailed, colorful, vivid and impressive, the Accu-Weather® maps on CompuServe are the same maps used by more than 1,000 newspaper, television and radio outlets across the United States. With a flick of a button, your monitor displays any of seven high-resolution maps—for standard connect charges.

These maps can be viewed online or downloaded for offline study and reference. (See "Viewing the Maps," next page.)

Because a map is a visual depiction of the weather, it has a greater impact. If a blizzard or hurricane is headed your way, you'll be able to see it on the map to better assess the situation.

The satellite maps offer current high and low pressure centers and fronts complete with cloud cover superimposed on a national satellite image. Maps for the current weather, next-day and 48-hour forecasts offer graphic art depictions of high and low pressure centers, pressure systems, fronts, precipitation and other types of weather.

A unique Regional Wake-Up map posted at 8 p.m. ET offers the 7 a.m. forecast for six US regions, including depictions of frontal systems, precipitation and city temperatures. For a quick look at the current and forecasted temperatures, check the band maps with temperature zones shown in 10-degree intervals for the current temperatures, tonight's lows and tomorrow's highs. Business and vacation travelers will find these maps valuable for determining a forecast for a destination city.

Getting the Accu-Weather maps online is an effort that combines the science of meteorology, the power of computers and the artistic skills of graphic artists. Located in State College, Pa., Accu-Weather employs 72 meteorologists and 40 graphic artists who work in tandem. Using data from various commercial, private and government agencies, including the National

Weather Service and the military, Accu-Weather meteorologists use sophisticated computers to analyze the millions of pieces of weather information received each hour.

"What we do with the data is what makes Accu-Weather unique," says Mike Steinberg, an Accu-Weather meteorologist and vice president of the company. "We produce all our own forecasts and graphics using many proprietary techniques developed over 28 years."

The first edition of each map is hand-drawn by a meteorologist. The graphic artist

takes this rough design and transforms it on a Macintosh, IBM PC or other specialized graphic computer into a detailed, accurate work of art. The final product is reviewed by forecasters, artists and editors.

Senior computer graphic artist Gigi Rudella calls the map creation "a marriage of science and artistry." The Accu-Weather artists, with backgrounds in fine art and graphic art, have a tough job: They take technical, scientific information provided to them by the meteorologists and turn it into an attention-getting map that the public can easily comprehend.

"The artists keep a check on the forecasters," says Rudella. "We are like the viewing public. If the artist doesn't understand it, then the public won't either. Our role is to make the weather interesting by using color and design to convey an informative message."

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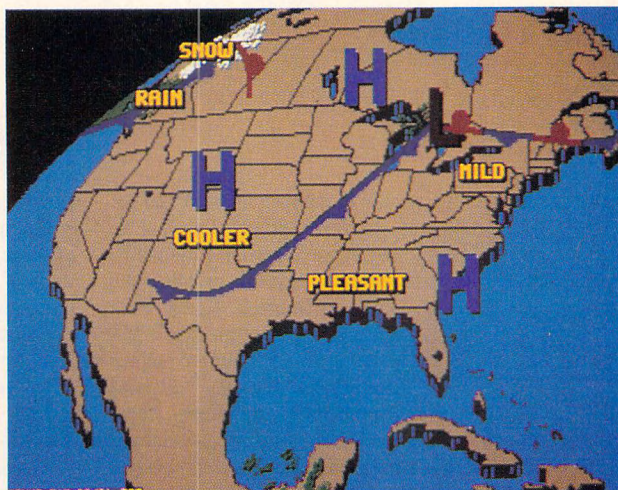


## Viewing the Maps

When CompuServe's programmers created the interface that allows the Accu-Weather maps to be viewed online, they cleverly devised a way that all computers—not just the high-end machines—would be able to access the images.

The Accu-Weather maps are GIF images composed of up to 16 colors, which appear in distinct shades of black and white on non-color monitors.

If you use CompuServe Information Manager or Professional Connection 3, you can view the maps online by choosing the option you want from the Accu-Weather menu. The maps also can be downloaded using CIM by typing DOWNLOAD followed by the menu number. You are then prompted



Hand-drawn, then made into informative art: Accu-Weather map

for a file name for your computer. An offline GIF decoder is needed to view the downloaded maps.

For communication software other than CIM, you are automatically placed in a download mode when you enter the Accu-Weather area. After completing the down-

load and logging off CompuServe, use an offline GIF decoder to view the images. You can override the download default by typing DISPLAY followed by the menu option number.

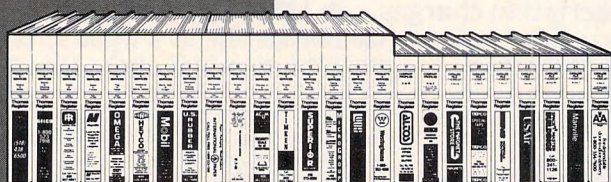
The offline GIF decoders are available in the Graphics Support Forum (GO PICS), Library 3, "Decoders & Encoders." GIF decoders also can be found by searching the Graphics File Finder (GO GRAPHICS).

In addition, several detailed help files with specific tips on downloading and displaying the maps are in the Graphics Support Forum's Library 1, "Forum Information," including MAPS.TXT, WEATH.TXT and AMIMAP.TXT.

*Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.*

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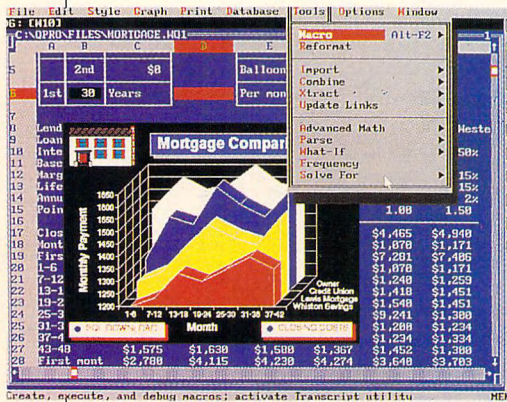
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Following are summaries of reviews available for reading this month in *Online Today*. To read the complete reviews, type GO OLT-200 at any CompuServe Information Service prompt.

For additional *CompuServe Magazine/Online Today* reviews published during the past two years and illustrations of reviewed products, refer to the key-word-searchable buyer's guides in Libraries 5 and 6 of the *Online Today* Forum (GO OLTFORUM). Use Section 5 of the OLT Forum message board for discussion and questions of reviews and related products.

## Software



### Spreadsheet with Better Graphics

Version 2.0 of Borland International's Quattro Pro spreadsheet for IBM computers is an important upgrade, according to reviewer Harry Green. The new version has improved graphics including four new three-dimensional graphics, an annotate feature and an optional presentation graphics add-on. The spreadsheet also includes back-solving to find the required input for a desired output and improved laser printer support. *GO OLT-3925*. For online product support, GO BORDB.

### Faster Hard Disk Backups

Fastback Plus 2.10 from Fifth Generation Systems can automate hard disk backups on IBM and compatible computers. It features three levels of menus for everyone from beginners to power users, and the ability to save data even if parts of the backup diskette fail. Reviewer William J. Lynott says Fastback's ability to compress data as it is stored on diskettes and its ease

of use make it one of the best backup programs on the market. *GO OLT-3895*. For online product support, GO ZENTH.

### Animation Is Easy

FilmMaker 1.0 from Paracom Inc. is a collection of five programs that simplify creating presentation and animation displays on Macintosh computers. The program can animate objects individually or in groups, and can add sound and color to finished presentations. Reviewer Anthony Watkins says the program's individual modules make it ideal for use with Apple's MultiFinder and that most of the documentation is excellent. The program requires more RAM than most applications, but Watkins says its capabilities make the purchase of extra memory worthwhile. *GO OLT-3905*

### Perfect Formulas

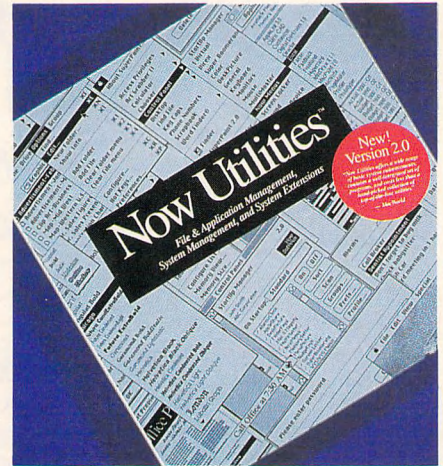
MathType for Windows from Design Science Inc. supplements many Windows- and DOS-based word processors. The program lets users create print-quality formulas and mathematical expressions that can be moved into word processing documents. Reviewer Hardin Brothers found the program powerful and extremely easy to use. He says it typified the best Windows applications and that it should appeal to anyone who needs to create mathematical formulas, from math teachers to researchers. A Macintosh version of the program is also available. *GO OLT-3910*

### Creative Computer Thinking

Idea Generator Plus 3.1 is a program for IBM computers that helps solve business and personal problems. The program uses creative-thinking techniques to jar the user out of mental ruts and to develop strategies for problem solutions. Solutions and ideas can be exported to a number of other applications. Reviewer Christy Brothers says this unique program and its documentation are excellent, and that the program can be used in a wide variety of applications. *GO OLT-3915*

### Word Has a New Look

Microsoft Corp.'s Word 5.5 word processor for IBM computers sports a new interface. Reviewer and long-time Word user Harry Green found the new interface awkward at first and wished to return to a previous version of the program. However, he found the new version, which looks similar to Microsoft's Word for Windows program, was an important upgrade and includes many useful improvements. *GO OLT-3885*. For online product support, GO MSAPP.



### Essential Macintosh Utilities

The Now Utilities 2.0.3 from Now Software are a group of Macintosh programs that can make computing life easier. Reviewer Anthony Watkins says the package has been updated from earlier versions with the addition of much-improved programs and the elimination of weaker utilities. He reports that some of the programs are extremely useful. An essential update to one of the utilities is available in the Macintosh Vendor Forum. *GO OLT-3935*

### Switch Programs — Fast

Switch-It 3.23 from Better Software Technology is a memory-resident program for IBM computers that lets users switch from one application to another with a single key stroke. The program also features a clipboard that lets users move text from one application to another without creating, converting and reading files. Reviewer Christy Brothers found that the program worked well with most applications, but had trouble with Microsoft's Windows and EGA/VGA extended text modes. But for everyday use, she found that it sped up her work considerably. *GO OLT-3945*

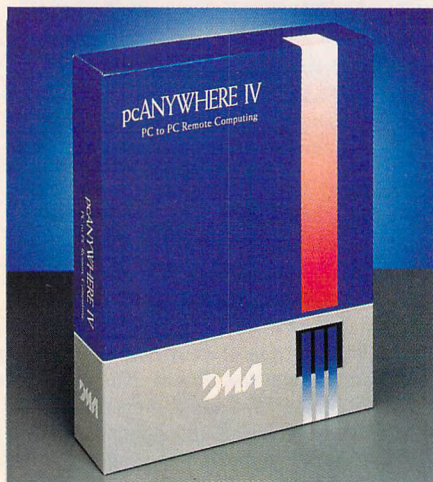
### Create Your Own Windows Programs

ObjectScript from Matesys Corp. is a program-authoring system for Microsoft Windows that can be used by non-programmers and programmers alike. For non-programmers, ObjectScript allows creation of applications such as data-entry programs, text editors and graphics viewers with a few simple mouse clicks. For programmers, ObjectScript includes a BASIC-like programming language. Reviewer Hardin Brothers found ObjectScript easy to use but somewhat limited in the scope of programs that it could create. *GO OLT-3955*. For online product support, GO WINAPC.



### Shareware Screen Captures

Flash-It 2.0 from Nobu Toge is a shareware program for Macintosh computers that can capture complete or partial screens to the clipboard, a file or printer. The captured screens include pull-down menus and full color, and feature a full set of user-selectable hot keys. Reviewer Anthony Watkins says Flash-It does a better job of capturing screens than many commercial programs, and that the program's author provides excellent support to registered users. *GO OLT-3965*

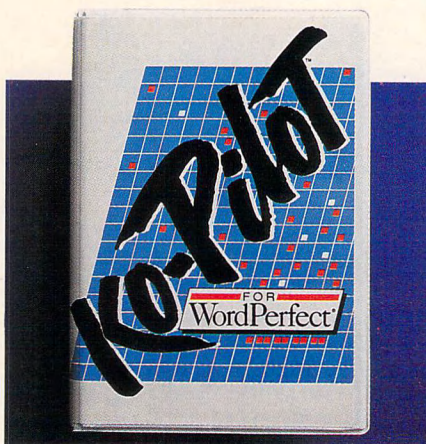


### Remote Computing Never Easier

PcAnywhere IV from Dynamic Microprocessor Associates gives users of IBM computers the power to run one computer while they are using another, perhaps thousands of miles away. It also can be used as a standard communications program. Reviewer James Moran was especially impressed with the program's ease of use, compatibility with a wide variety of terminals and other computers, and multiple levels of security. He says it is an ideal package for training, trouble-shooting, technical support and remote data processing. *GO OLT-3975*

### Control Duplicate Database Entries

Flag Db Double Check 6.0 from Matthew G. Maier is a shareware program for IBM computers with one important function: It reads through large database files and finds duplicate or nearly duplicate entries. Optionally, it can delete the duplicates it finds or create a list for you to use in removing duplicates from the database. Reviewer William J. Lynott finds the program essential for maintaining the integrity of large databases and says it belongs in the library of every database administrator. *GO OLT-5000*



### Help for WordPerfect

Insight Resource's Ko-Pilot is a help and tutorial system for users of the WordPerfect 5.1 word processor on IBM computers. In normal operation, Ko-Pilot remains quiet until the WordPerfect help key is pressed, then pops up with detailed instructions and explanations about the word processor's features. Ko-Pilot can also type complex commands for the user and teach the user the sequence of keys that should be typed. Reviewer James Moran says Ko-Pilot is an essential utility for novice users of Word-

Perfect and that it will help experienced users learn the advanced commands they skipped when they started to use the word processor. *GO OLT-3995*

### Micro-Applications for Windows

FirstApps from hDC Computer Corp. is a collection of nine small programs for the Microsoft Windows operating environment. Included are an alarm clock, font viewer, art gallery, game and manager for the whole collection of applications. Reviewer Hardin Brothers reports that the programs work as they should and are easy to use. However, he says few people will find more than a few of the programs truly useful. *GO OLT-3985*. For online product support, GO WINAPA.

### Shareware Reminders

Early Bird from Allan Computer Products is a shareware reminder program for IBM computers. It features several modes of automatic scheduling and reminder displays, and can merge reminders from multiple files. Reviewer Christy Brothers reports that the program is easier to use than paper and pencil, and is an excellent tool for organizing each work day. *GO OLT-5005*

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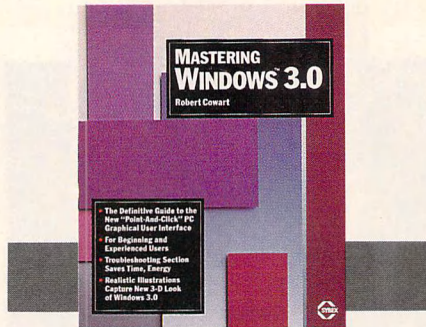
## Online Book Reviews

Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, type GO OLT-240 at any CompuServe Information Service prompt.

### CompuServe Information Manager: The Complete Sourcebook

By Charles Bowen and David Peyton  
Bantam Books, 1990  
525 pages, \$22.95 (softcover)

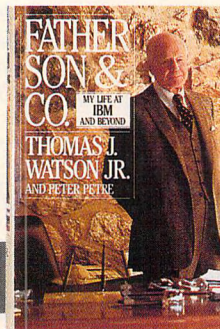
CompuServe Information Manager takes a bit of prodding before its secrets can be unlocked, and Bowen and Peyton are just the team to help novices get this new program up and running. Reviewer Paul A. Gilster says this book is likely to evolve as the standard entry-level text. *GO OLT-5500*



### Mastering Windows 3.0

By Robert Cowart  
Sybex, 1990  
592 pages, \$24.95 (softcover)

Designed for beginning and intermediate users, this book is filled with hints and tips on using Windows. Reviewer Richard A. Danca says it is not intended to replace Microsoft's documentation, but rather to supplement it. *GO OLT-5530*



### Father, Son & Co.: My Life at IBM and Beyond

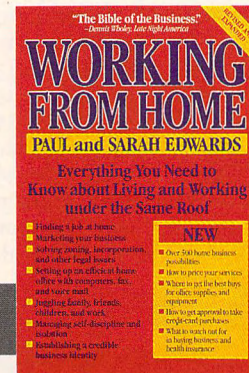
By Thomas J. Watson Jr. and Peter Petre  
Bantam Books, 1990  
468 pages, \$22.95 (hardcover)

Imagine what things would be like if your father was the founder of IBM. Read this book and you'll find out what it was like for Thomas Watson Jr. Reviewer John Edwards says it is an eloquent personal and family drama set against the backdrop of the computer business. *GO OLT-5540*

### The Macintosh Bible "What Do I Do Now?" Book: What To Do Instead of Panicking

By Charles Rubin  
Goldstein & Blair, 1990  
192 pages, \$12 (softcover)

Admit it: the Macintosh is not the easy-to-use computer it once was. But reviewer Anthony Watkins says this book will help make it easy again. He praises the book for its clarity, insight and sense of humor, and recommends that it be kept within reach of all Mac users. *GO OLT-5550*



### Working from Home: Everything You Need to Know About Living and Working Under the Same Roof (Third Edition)

By Paul and Sarah Edwards  
Jeremy Tarcher, 1990  
442 pages, \$14.95 (softcover)

Known as the bible of business for the work-from-home crowd, this book, now in its third edition, is a reference guide that will help at every stage of your choice to work from home. Reviewer Susan Katz recommends it as the first investment for those making the transition to home work. *GO OLT-5510*

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### C: A Software Engineering Approach

by P.A. Darnell, Westford, MA;  
P.E. Margolis, New York, NY  
2nd ed.

1991/600 pp., 70 figs./Softcover \$35.00/  
ISBN 0-387-97389-3

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### Practical Smalltalk

by Dan Shafer and Dean A. Ritz  
1991/350 pp./Hardcover \$39.95/  
ISBN 0-387-97394-X

### Mathematical Foundations of Computer Science: Volume 1

Sets, Relations, and Induction

by P.A. Fejer and D.A. Simovici, University  
of Massachusetts at Boston, Boston, MA  
1991/413 pp., 33 illus./Hardcover \$49.00/  
ISBN 0-387-97450-4

### The New User's Guide to the Sun Workstation

by Michael Russo, San Jose, CA,  
1991/216 pp., 25 illus./Softcover \$34.95/  
ISBN 0-387-97249-8

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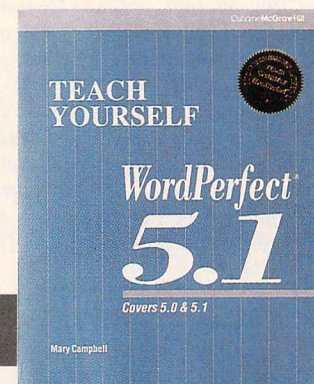
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### Teach Yourself WordPerfect 5.1

By Mary Campbell  
Osborne/McGraw-Hill, 1990  
1,041 pages, \$19.95 (softcover)

This is a guide for new WordPerfect users who don't (or won't) read manuals. Although the book does what the title promises, reviewer James Moran says it isn't any better than the manuals that come with the program. *GO OLT-5520*



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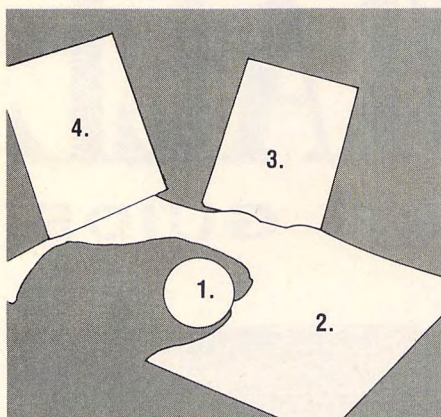
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SHOPPERS' GUIDE







### Calling all sports!

Spotlighted in this issue of GO MALL are sporting goods, books, games and gifts galore. Play ball. Go fishing. Tee off. Spring has sprung.

#### 1. Autographed baseballs.

Official major league baseballs individually autographed by some of the game's most illustrious players, past and present. Each hand-signed Rawlings® ball carries the official stamp of the American or National League. Includes a certificate of authenticity, a wooden base with a brass nameplate and a clear protective cover for display. Players offered include Mickey Mantle (\$99.95), Stan Musial (\$89.95), Henry Aaron, Jose Canseco, Mike Schmidt and Roger Clemens (\$69.95 each).

From Hammacher Schlemmer. GO HS

#### 2. *An Angler's Album: Fishing in Photography and Literature.*

Introduction by Charles Kuralt. A wonderful anthology filled with stories from angling's great literature, complemented by 64 full-color photographs and 36 black-and-white duotones. 240 pages.

From Museum of Fine Arts, Boston. GO FA \$45.

Member's price: \$40.50.

#### 3. Earl Weaver Baseball.

From Electronic Arts. Puts you in the middle of exciting major league action. Choose from 32 ballparks. Select one of four skill levels and step up to the batter's box or the pitcher's mound.

From MacWarehouse. GO MW \$32.

#### 4. Memorable Rounds.

Golf score card album. Holds up to 60 score cards.

From The Court Pharmacy. GO RX \$12.



### Give Godiva for Spring gifts. GO GC

#### Shop The Mall Connect-Free Every Day.

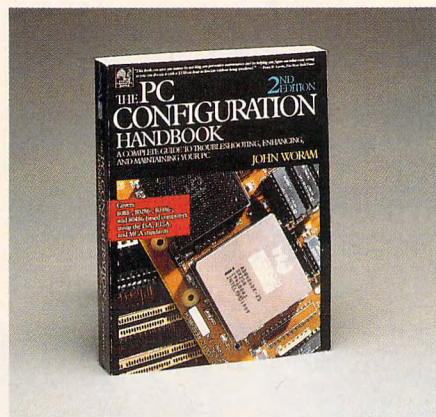
Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse the entire Mall, including Shoppers Advantage Club, at your leisure, 365 days a year, without paying standard connect charges. (Applicable communications surcharges remain in effect.) For a complete list of Mall stores, consult the directory on pages 56 and 57. The directory also includes information on countries shipped to and payment methods accepted by each store. For connect-free shopping, GO MALL.

#### Gifts for Secretaries, Moms, Dads, Grads, and Brides and Grooms.

Shop The Mall's Spring Gift Guide for an array of seasonal gift suggestions. The guide features items for Secretaries Day (April 24), Mother's Day (May 12), Father's Day (June 16), May grads, and June brides and grooms. Among the suggested gifts: a red ribbon and rose ballotin from Godiva Chocolatier (GO GC), a CD rack from Sounds & Video Online (GO SO) and a European paisley platter from Museum of Fine Arts, Boston (GO FA). To browse the guide, GO MALL beginning April 12.

#### WordsWorth Books Opens CompuServe Authors Bookshelf.

WordsWorth Books announces the beginning of the CompuServe Authors Bookshelf. A wide selection of titles—both fictional and factual—by CompuServe members are showcased online. Among the most recent releases carried are John Woram's *The PC Configuration Handbook*, 2nd Edition, Chris Adamec's *There ARE Babies to Adopt* and David Levy's *The Sky: A User's Guide*. In Fiction, Jerry Greenfield's *Maverick* was hailed by Kirkus Review as "rude, raucous and riveting...an outstanding, if brutal, addition to the literature of Vietnam." Also featured, Monte Schulz's just published *Down By The River*, a brooding, lyrical novel about a town caught in a cycle of murder and revenge. Sci-fi fans will find John E. Stith's *Redshift Rendezvous*, Robert J. Sawyer's *Golden Fleece*, and Vonda N. McIntyre's *Transition*, the sequel to *Starfarers*. Interested in talking to the authors featured? Most can be found in CompuServe's Literary Forum (GO LITFORUM). And if you have written a book, let WordsWorth's store manager, Judy Rosen, know! GO WO



### Online authors' collected works. GO WO

#### GO 99 and Find It Fast!

Go online to order items pictured in *Go Mall* by typing 99 after any Mall Merchant's GO command. For example, select an item featured on the cover, type the merchant's GO command followed by 99 (i.e., GO HS99) and zip to a list of featured products.

#### The price is right ... most of the time.

All prices mentioned in *Go Mall* are the most accurate prices available at press time. However, occasionally a printed price will be out of date.

*Go Mall*, published monthly in *CompuServe Magazine*, is a shoppers guide for The Electronic Mall, a service of CompuServe Incorporated. For more information call 614/457-8600.

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Art Director: Thom Misiak.  
Design: Dorothy Hogan.



### A. The Programmer's Shop Offers Free Catalog Subscription.

Microsoft's C and Windows 3.0. Nantucket's Clipper 5.0. Borland's Turbo C++ Professional. WordPerfect. Browse manufacturers' product listings for more than 2,000 software programs from leading publishers in The Programmer's Shop's information-packed print catalog. Updated quarterly, the catalog puts more than 190 pages of software selections at your fingertips. And it's absolutely free!

Whether you're looking for applications software, programming languages, libraries, communications software or development tools, *The Programmer's Shop Catalog* can satisfy your needs. Browse the online catalog of listings, too. Showcased electronically are hundreds of new releases, hot titles and perennially popular programs. Browse the electronic catalog connect-free. Everything featured in either the online or print catalog can be ordered conveniently through The Programmer's Shop's toll-free 800 number. If you have questions about a particular program, a knowledgeable staff is only a toll-free call away. Over 6,000 programs are available through toll-free ordering.

A bonus feature at The Programmer's Shop is FastFacts. Request information on a specific product or product reviews from computer industry publications instantly via fax machine. Details on this and other innovative services available online.

For your **free** subscription to The Programmer's Shop catalog, GO PS.



A

### B. Classical LPs, Tapes and CDs at Berkshire Record Outlet.

Berkshire Record Outlet specializes in classical recordings on both foreign and domestic labels at a fraction of their original list prices. Historic and present-day performances of works by both the great masters and lesser-known composers are featured. Interspersed with these are soundtracks, original cast albums, and regional selections from such far-flung places as Ireland, China, Bali and Bulgaria.

About 400 titles—deletions, overstocks and limited editions—are presented every month. Among the hundreds of labels offered on LP, tape or CD are: BBC, Chandos, CRI, Deutsche Grammophone, Hyperion, London, Louisville, Philips and Telefunken. Besides featuring major labels costing up to 50 percent more at the typical record store, Berkshire has an equally wide range of recordings previously unavailable in the U.S. Berkshire's buyer spends a quarter of his time in Europe, providing a steady flow of both the standard repertoire and the unusual, all offered at huge discounts.

Classical music lovers are invited to peruse the online bins featuring selections from the quarterly catalogue plus a selection of non-catalogue items in short supply. A copy of the 6,000 plus title catalogue is available upon request. GO RO

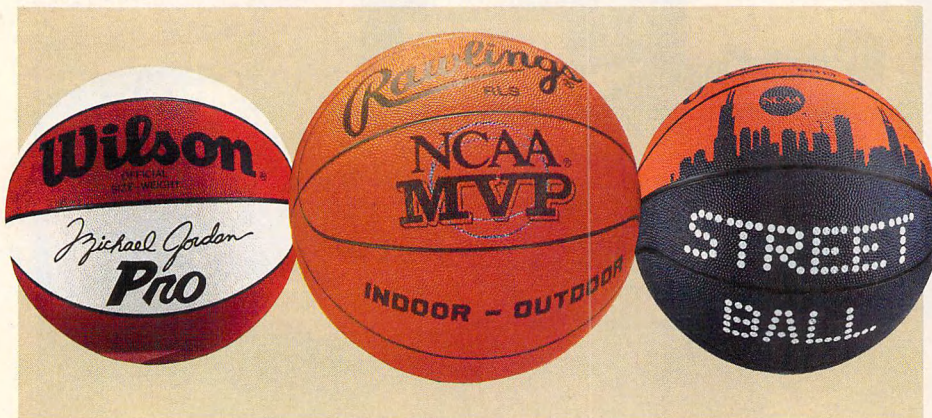


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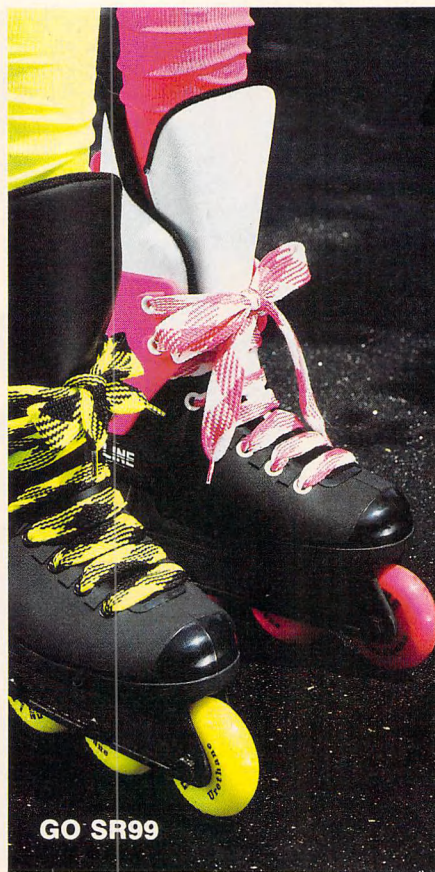
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D

**DOLLARS OFF**

**A. Tunturi E504 Recumbent Cycle.**

The recumbent design distributes your weight more evenly over your lower back and buttocks while positioning your legs closer to your heart, resulting in a more comfortable, more efficient workout. A heavy, 36-pound flywheel allows a powerful, smooth pedaling stroke and consistent motion. Electronic display monitors time, speed, distance and pulse. Two-year parts warranty.

From Push Pedal Pull Fitness. GO PPP \$399.

**Sale price: \$349.** Includes free shipping and free video!

**B. Basketballs.**

Select from three: Streetball, an official size, NCAA endorsed, rubber-coated basketball made by Rawlings, **\$16.55**; Michael Jordan Basketball, an NCAA endorsed, official size ball made by Wilson, **\$28.44**; MVP Indoor/Outdoor Basketball, an official size ball made by Rawlings, **\$24.61**.

From Sears. GO SEARS

**C. BMI Stepper.**

The ultimate in-home stepping machine. Features 12-position, adjustable shocks, full console handlebar, non-slip foot grip, five function electronics console with auto off and more. Not a member? Immediate online sign-up—three months for only \$1!

From Shoppers Advantage. GO SAC  
**Member's low price: \$99.**

**CompuServe Information Manager.**

Access, sort and use information more effectively. **\$24.95** for members. **\$39.95** for non-members, which includes a membership to CompuServe. Available in DOS and Macintosh versions.

From CompuServe Store. GO ORDER

**D. Men's and Women's In-Line Skates.**

These lightweight, one-piece skates feature a fiberglass reinforced frame, front and rear brakes, foam-padded lining, precision bearings and more. Adult sizes 6-12. Men's skates are black with neon yellow; women's are black with neon pink.

From Sears. GO SEARS  
**\$69.99.**

**Type 99 after any merchant's GO command and zip to a list of their pictured products.**

**Ultrasonic Pest Control.**

Drives insects and rodents away electronically. Harmless to humans and most pets. Repels pests by emitting ultrasonic sound inaudible to the human ear. Uses no toxic chemicals or messy traps.

From Miltrobe Electronics. GO MI  
**\$62.36.**



## GIFTS UNDER \$20

**A. Teenage Mutant Ninja Turtle Cake Pan.**  
Dazzle your guests with this unique Teenage Mutant Ninja Turtle cake pan. Heavy gauge aluminum pan, 16 inches long. Takes any 2-layer cake mix. Includes tips, colors, instructions and recipes.

From The Chef's Catalog. GO CC  
\$9.99.

**B. Gifts Fore Golfers.**

An assortment of great gifts for golfers, all priced under \$15. Especially recommended is Putt Perfect, a handy pocket-size device that allows you to measure more precisely the break of the green and cut strokes off your game. \$12. Also available: golf ball cleaner (\$10), golf ball monogrammer (\$15) and golf tote (\$12.50).

From The Court Pharmacy. GO RX

**C. Crabtree & Evelyn Chutneys.**

Five flavorful English chutneys. Select apple, apricot, gooseberry, tomato or mango.

From Crabtree & Evelyn. GO CR  
\$6.50 each.

**D. The Mensa Genius Quiz Book.**

Quizzes, puzzles, games and strategies to find out just how intelligent you really are! Match wits with Mensa.

From Yes! Books & Video. GO YB  
\$6.95.

**E. Golfer's Choice Cup O' Tees.**

A ceramic golfball-style mug filled with colorful wooden tees, placed upon a powerful electronic mug warmer unit and adorned with a removable 19th-hole flag. Colorfully gift boxed.

From Coffee Anyone??? GO COF  
\$20.

Type 99 after any merchant's GO command and zip to a list of their pictured products.

**F. Mercedes Coffee Mug.**

A non-slip mug featuring the legendary Mercedes logo.

From Price Motor Cars. GO PRC  
\$13.45.

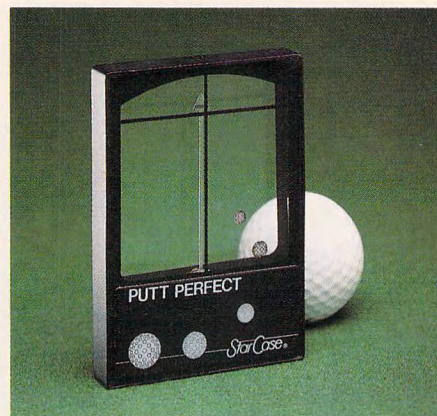
**G. Case Logic Nylon CD Tote.**

Take up to 30 of your favorite CDs with you in this handy, durable case.

From Sounds & Video Online. GO SO  
\$19.95.



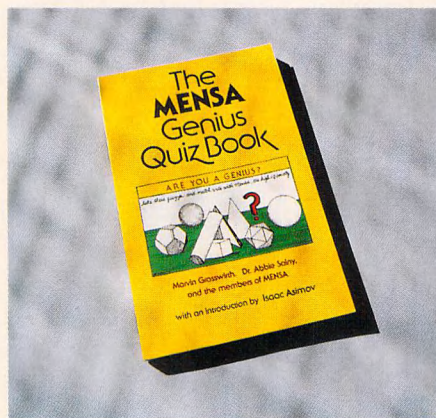
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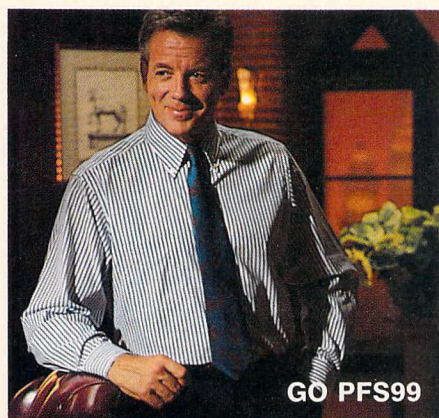
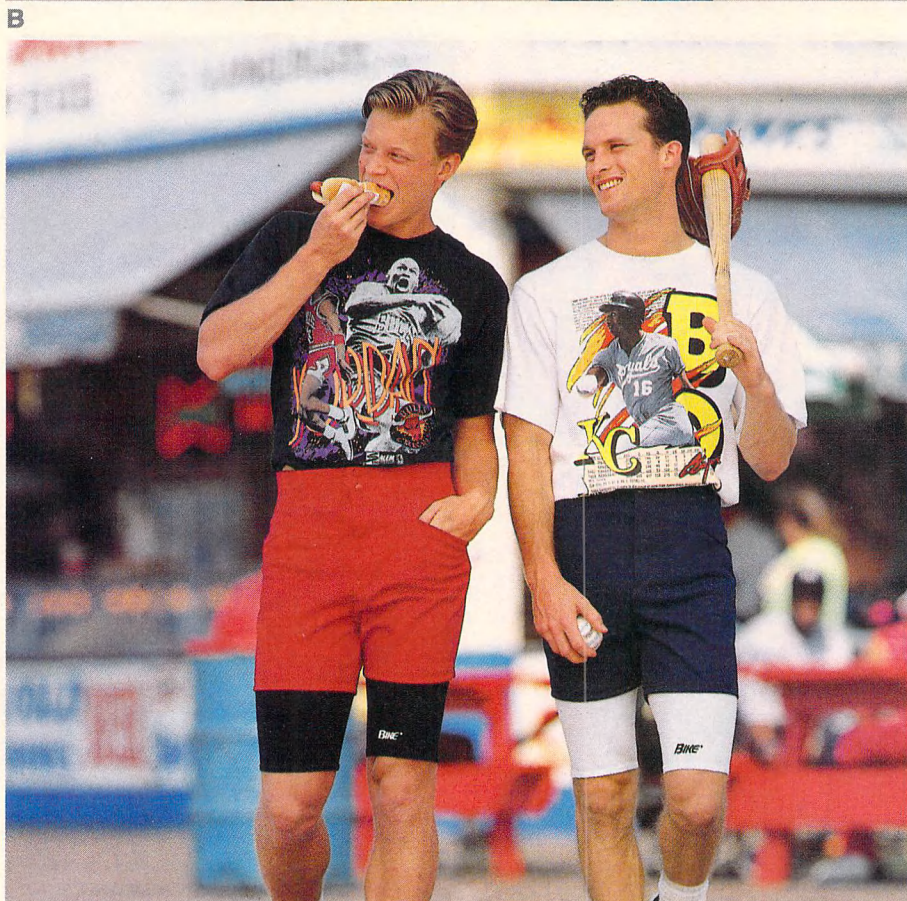
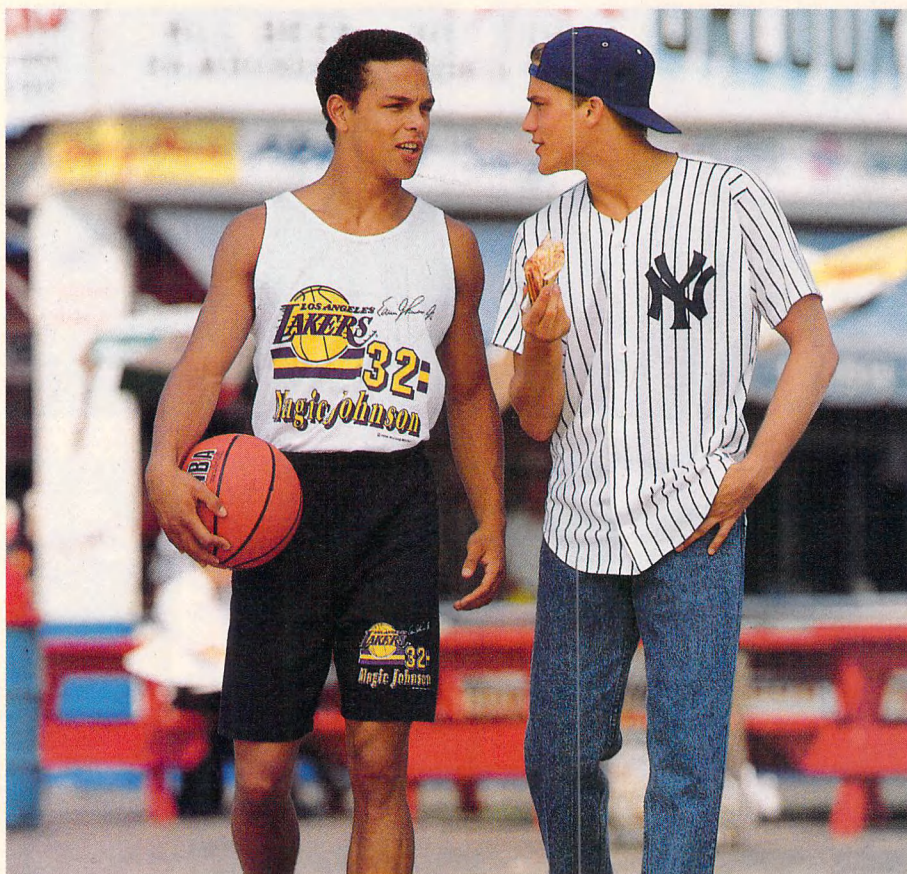
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G

Shop The Mall Connect-Free Every Day.





A

**A. Egyptian Cotton Broadcloth Buttondown Shirt.**

A brand new look for a buttondown classic with big bold stripes. Generously cut, the shirt features 3 3/8-inch buttondown collar for the perfect "roll," "Ivy League" back box pleat, left breast pocket, seven-button front and extra-long shirt tails. Blue, black, green or red stripe. \$32. Cuff monogramming available for an additional \$5.

From Paul Fredrick Shirts. GO PFS

**Type 99 after any merchant's GO command and zip to a list of their pictured products.**

**B. C. NBA and MLB Sportswear.**

Select from a wide array, including Nutmeg® basketball tank top and shorts. Comfortable jersey knit with NBA player signature printed on chest and leg. Players available: Michael Jordan, Isaiah Thomas, Magic Johnson, Larry Bird, Kevin Malone, Patrick Ewing, among others. All-cotton tank, \$13. Black mid-length shorts, \$22. Rawlings® Replica baseball game jersey. Features appropriate colors and logos for each team. Teams available include Yankees, Mets, Dodgers, Red Sox, Athletics, Giants, Cubs and Cardinals. \$30. Salem Screen® short-sleeve t-shirt. 100 percent cotton with ribbed neck, hemmed cuffs and bottom. Features colorful prints of favorite NBA or MLB player on chest. \$15. Bike® Coaches shorts. 100 percent polyester. Features extra-wide waistband, zip-fly front with two-snap closure. Available in red, navy, black, white. \$20. Bike® athletic girdle. A complete protection and support system. Blended of nylon and Lycra® spandex. Available in black, white, red, royal. \$20.

From JCPenney. GO JCP

C



### A. Jack Nicklaus Unlimited Golf & Course Design by Accolade.

Play any golf course in the world or design your own! Share the thrill Jack gets as a player and designer. Features state-of-the-art computer graphics. Supports all J.N. add-on course disks. For the IBM or Amiga.

From Software Discounters International. GO SDI \$39.

### B. New Computer Books.

*Peter Norton's Official Guide to Norton Utilities for Mac* by Peter Norton and Clint Hicks. Brings Mac users the power to recover lost or damaged data and speed file access. The essential guide to understanding how the program diagnoses and repairs the 45 most common and dangerous Mac hard disk problems. 512 pages.

Also, *Lotus 1-2-3 Step-by-Step* by Judd Robbins. From Howard W. Sams, a complete step-by-step guide to Lotus 1-2-3 Release 2.2. Features a variety of practical applications for both personal and professional use. 600 pages.

From WaldenCOMPUTERbooks. GO WB \$24.95 each.

### C. Dvorak's Guide to PC Telecommunications.

A must if you are online with CompuServe. Computer guru John Dvorak helps you plug into the world of electronic databases, bulleting boards and online services with the help of two 5.25-inch disks loaded with outstanding free programs and more than \$1,500 in discounts and services. 1,053 pages.

From McGraw-Hill Book Co. GO MH \$49.95.

Type 99 after any merchant's GO command and zip to a list of their pictured products.

### D. Telephone Responder.

If you can't be there, call the telephone responder! This state-of-the-art device turns on the lights or even preheats or cools your home before you arrive. This compact remote controller carries out your commands when you call from any touch-tone phone, whether next door or overseas! When combined with X-10 control modules, it controls lamps, appliances, even 110- or 220-volt window air conditioners. Plugs into any phone jack. No wiring necessary.

From The Heath Company. GO HTH \$69.99.

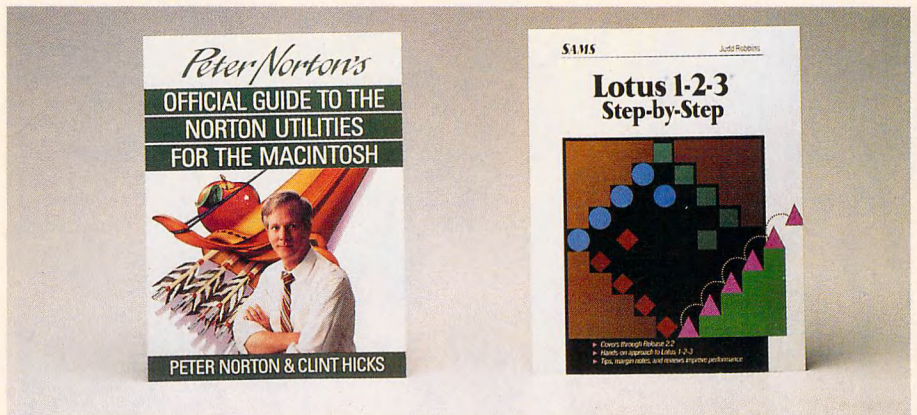
### Pet Car Seat Travel Bed.

A rugged canvas-cover bed, measuring 20 by 58 inches, that keeps your car seat clean and free of pet hair. Made of 65 percent polyester/35 percent cotton twill, the outer cover can be removed for washing. Back flap tucks into car seat and eight inch front flap protects and secures pad. Available in navy, tan or gray.

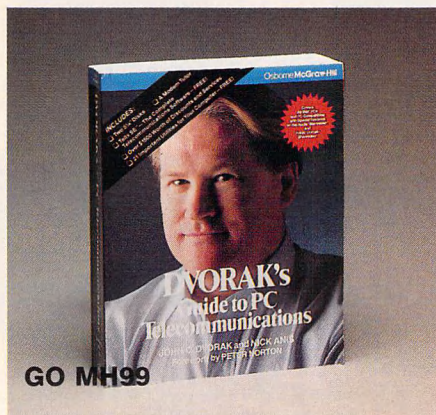
From Tall Tails. GO TT \$58.99.



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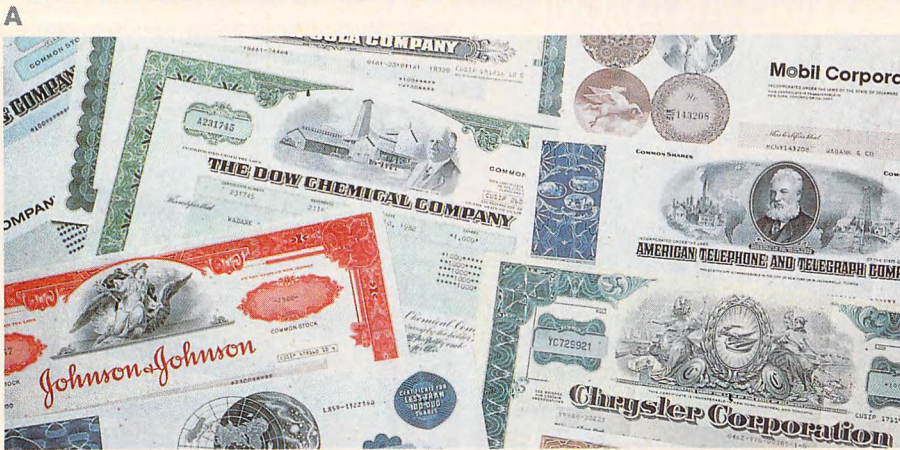




**A. 1991 Buick Reatta Convertible.**

Buick's luxury two-passenger Reatta offers additional smoothness and performance with an advanced engine and transmission. The 3800 V-6 engine with tuned port injection provides 170 horsepower and 220 pounds per foot of torque. The new four-speed powertrain offers an EPA fuel economy estimate of 18 mpg in the city and 27 on the highway. Other standard features include electronically controlled automatic transmission, antilock brakes, theft deterrent system, remote keyless entry system, retractable headlamps, fog lamps, power six-way leather bucket seats and more. Request a **free** color brochure online.

From Buick Magazine. GO BUICK



**B. Make a Smart Financial Investment.**

You never know when you'll find the ideal opportunity, so be prepared with Private Reserve, a convenient credit line that puts investment funds at your fingertips. This smart financial choice features free check-book access up to \$20,000 and no fees. Apply online. Security Pacific Private Reserve is your source for IRA and Keogh funds, too.

From Security Pacific Executive/Professional Services. GO SEC

**C. 1991 Mercury Sable Wagon.**

The 1991 Mercury Sable Wagon has changed forever the way a wagon looks without changing the way it works—except for the better. The new 1991 Mercury Sable holds more than 81 cubic feet of cargo while delivering the same ride and handling found in Lincoln-Mercury's sedans. Its lines clearly dismiss the notion that wagons are supposed to be boxy. Review the 1991 Sable Wagon features in the Lincoln-Mercury Electronic Showroom. GO MERCURY

**Tax-Free Opportunities from Dreyfus.**

Under tax reform, tax-exempt bonds are among the few remaining sources of tax-free income available to Americans. Dreyfus offers a family of funds that are exempt from federal taxes. Investors enjoy the advantages of low minimum investment, no sales load to invest and no penalties to redeem, and free unlimited checkwriting in amounts of \$500 or more. Plus, freedom to exchange fund shares, at no cost, for shares of other Dreyfus no-load funds, including stock, bond and money market funds. Request free prospectuses online.

From Dreyfus. GO DR



Shop The Mall Connect-Free Every Day.

C

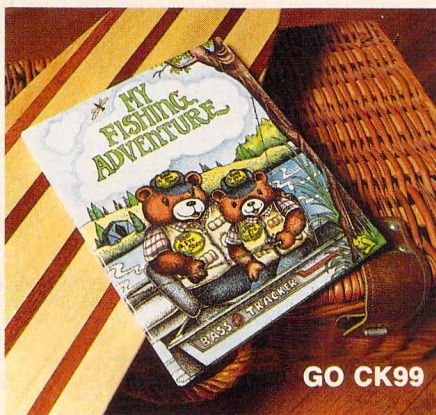


**A. My Fishing Adventure.**

A customized, action-packed adventure that has your child hooking a fish large enough to pull the boat and win the fishing contest. You provide pertinent details on your child's name, age, hometown friends and adult fishing partner. Create-a-Book does the rest! From Create-a-Book. GO CK

\$14.95.

Type 99 after any merchant's GO command and zip to a list of their pictured products.



A

**B. New Laserdisc Releases.**

Save 10 percent off list on a diverse selection of new laserdisc releases, including: *Dick Tracy* (\$34.98), *Darkman* (\$34.98), *Death Warrant* (\$24.98), *Pretty Woman* (\$29.99), *The Deer Hunter* (\$44.98) and the uncensored *Last Tango in Paris* (\$69.95). Don't see what you're looking for? Lasers Edge stocks more than 1,000 titles and welcomes inquiries!

From The Laser's Edge. GO LE



B

**C. Cole Tabletop Aquariums.**

Designer aquariums by Cole Enterprises. The Bio Ease Wet/Dry Biological Filter system keeps maintenance at a minimum. Select from a variety of styles. Request a free full-color brochure online.

From Starnet's Catch of the Day. GO NET



C

**D. Valencia Oranges.**

Florida's finest. The sweetest, juiciest and most delicious orange of the season. Available: all oranges, or popular orange-grapefruit mix. One-quarter bushel, \$19.95, half bushel, \$26.95, full bushel, \$39.95. All prices include shipping and handling.

From Florida Fruit Shippers. GO FFS

**Big Savings on Music Makers.**

Casio keyboards/MIDI. Ensoniq keyboards and modules. Fostex recording equipment. JLC Cooper midi processors. Juice goose rackmount processors and power supplies. Samson wireless systems. TIA recording gear, mixers and speakers. Whatever your musical needs, Music Alley Online can save you substantial dollars, up to 50 percent! Shop the online catalog, or consult store manager Jamie Robertson for electronic mail quotes on special orders.

From Music Alley Online. GO MAO

**Blueberry Treats.**

Direct from the great Northwest, an array of blueberry delights. Consider Bloooberreries, a delicious assortment from a local farm that includes 12 ounces of blueberry spiced jam, 12 ounces of blueberry honey, 12 ounces of blueberry syrup and 16 ounces of premium blueberry glaze. \$22.95.

For hikers, bikers and skiers, try blueberry honey sticks. Each completely natural snack stick contains one teaspoon of pure honey. Approximately 120 sticks. 4 pounds, \$22.95. Or opt for blueberry trail mix, a tasty high-energy concoction of dried blueberries and cherries mixed with cashews, walnuts and hazelnuts. \$12.49 per pound.

From Northwest Naturally. GO NW



D



The Electronic Mall Directory is designed to assist you with information about each of our merchants. All entries contain three lines as follows:

**Merchant Name [GO Command]**  
Description of products/services  
Billing options Countries served

An example entry would look like this:

**ABC NOVELTY STORE [ABC]**  
Books, knick-knacks, collectibles.  
VI/MC/AM/CSH US/CD/JP/OT

You may visit the ABC NOVELTY STORE by using the quick reference word (GO ABC) at any CompuServe Information Service ! prompt.

**Billing options** codes indicate the methods of payment the merchant accepts as follows:

VI - VISA	SC - Merchant's own store card
MC - MasterCard	COD - COD
AM - American Express	CSH - Cash, check, money order
DI - Diners Club	DB - Direct bill
DIS - Discover Card	NA - No billing applies (Advertiser only)

**Country codes** indicate the countries the merchant is able to ship to as follows:

US - United States	JP - Japan
CD - Canada	OT - Other foreign countries

**Catalog options** for merchants offering catalogs are indicated by the following codes.

■ Offers free print catalog.	• Credits cost of print catalog toward purchase.
* Denotes electronic order form for use with print catalog.	† Denotes new merchant.

## A

**AIR FRANCE [AF] ■**

Information on tours, sights and scenes.  
VI/MC US/CD

**ALAMO RENT A CAR [AL]**

Information on rates, benefits, locations.  
NA US/OT

**AMERICAN CLOTHING [AC]**

Levi jeans and casual wear, Dockers slacks.  
VI/MC/AM/COD/CSH US/CD/JP/OT

**AUTOMOBILE INFORMATION CENTER [AI]**

Wholesale/retail prices from 1978.  
VI/MC US/CD

**AUTOQUOTE-R [AQ]**

Vehicle price quotation service.  
VI/MC/AM US

## B

**BERKSHIRE RECORD**

**OUTLET [RO] †**  
An international array of classical music at a discount.  
US

**BOSTON COMPUTER**

**EXCHANGE [BCE] †**  
Largest worldwide computer brokerage.  
VI/MC US/CD/JP/OT

**BOYD'S OFFICE SUPPLIES [BO] ■ \***

Supplies and teacher aids.  
VI/MC US

**BRETON HARBOR BASKET CO. [BH]**

Gift baskets, gourmet foods, bath and skin-care products.  
VI/MC US/CD/JP/OT

**BROOKS BROTHERS [BR] ■ \***

Fine men's and ladies' apparel and accessories  
VI/MC/AM/DI/SC US/CD/JP/OT

**BUICK MAGAZINE [BU] ■**

Free car information, customer service. Always connect-free.

## C

**CAMELOT LONDON COLLECTION**

**LINGERIE [CLC]**  
Alluring lingerie, swimwear and dresses.  
VI/MC/CSH US/CD

**THE CD CLUB [CD] \***

Compact disc ordering club.  
DB US

**CDA COMPUTER SALES [CDA] ■ \***

Hardware, printers and accessories.  
VI/MC/AM/DI/CSH US/CD/JP/OT

**CHECKFREE CORP. [CF]**

Electronic banking and bill payment service.  
VI/MC/AM US

**CHEF'S CATALOG, THE [CC] ■ \***

Gourmet cookware and kitchen accessories.  
VI/MC/AM/DI US

**CLASSICAL MUSIC CLUB [CM] \***

Classical music ordering club.  
DB US

**COFFEE ANYONE ???™ [COF]**

Original computer coffeehouse, gifts.  
VI/MC US/CD/JP/OT

**COMPUSERVE STORE [ORDER]**

Merchandise, literature and software.

**COMPUTER EXPRESS [CE] \***

PC software, hardware, accessories.  
VI/MC US/CD/JP/OT

**COMPUTER SHOPPER [CS]**

Computer product bargains and information magazine.  
VI/MC/DB US/CD

**CONTACT LENS SUPPLY [CL]**

Fast delivery of replacement lenses and more.  
VI/MC/CSH US

**COURT PHARMACY, THE [RX]**

Full-service pharmacy and gift shop.  
VI/MC/AM/DI/DI/SC US/CD/JP/OT

**CRABTREE & EVELYN [CR] \***

Beauty products, sweets, gift packs.  
VI/MC/AM US/CD

**CREATE-A-BOOK [CK]**

Fun books that make your child a star.  
VI/MC/AM US/CD/JP/OT

## D

**DIRECT MICRO [DM] \***

Discount computer disks and supplies.  
VI/MC/COD US/CD

**DISCOUNT MUSIC SUPPLY [DMS] ■ \***

Guitar effects and accessories.  
VI/MC/COD US/CD/JP/OT

**DOW JONES & CO. [DJ]**

Business and financial periodicals.  
VI/MC/AM US/CD

**DREYFUS CORP. [DR]**

Mutual funds and investment information.  
VI US

## E

**EXECUTIVE STAMPER [EX] ■ \***

Rubber stamps, engraved gifts.  
VI/MC/AM/DI/DI/SC US/CD/JP/OT

## F

**FLORIDA FRUIT SHIPPERS [FFS] ■**

Premium fruit and gift shippers.  
VI/MC/AM US/CD/JP/OT

**FLOWER STOP [FS] ■**

Flower and gift delivery service.  
VI/MC/AM/DI/DI/SC US

**FORD ELECTRONIC SHOWROOM [FORD] ■**

Ford cars and trucks.  
US/CD

**FORD MOTOR CO. [FMC] ■**

Car and truck information, dealer locator.  
VI/MC US/CD

**FRANCE INFO USA [FI]**

A kiosk of information about France.  
VI/MC/AM/COD/DB US/CD/JP/OT

## G

**GIMMEE JIMMY'S COOKIES [GIM]**

Gourmet cookies, custom orders.  
VI/MC/AM/DI/SC US/CD/JP/OT

**GODIVA CHOCOLATIER [GC] ■ \***

Gourmet chocolate and gifts.  
VI/MC/AM US

**A GUIDE TO INCORPORATING [INC]**

Nationwide incorporating service.  
NA US

## H

**H&R BLOCK [HRB]**

The income tax people.  
NA US

**HAMMACHER SCHLEMMER [HS] ■ \***

Gifts, unique and unusual products.  
VI/MC/AM/DI US/CD/JP/OT

**HEATH COMPANY, THE [HTH] ■ \***

Home security and automation.  
VI/MC/AM/SC US/CD

## J

**JCPENNEY [JCP] ■ \***

Apparel, furnishings, electronics.  
VI/MC/AM/SC US

## L

**LAPTOPS INFINITY [LI] \***

Laptop computers and accessories.  
VI/MC/AM/CSH US/CD/JP/OT

**LASER'S EDGE, THE [LE]**

Your one-stop laser video store.  
VI/MC/DI/SC US/CD/JP/OT

**LINCOLN ELECTRONIC SHOWROOM [LM] ■ \***

Continental, Town Car and Mark VII.  
VI/MC US/CD

## M

**MACFRIENDS [MF] ■ \***

Macintosh hardware and products.  
VI/MC/AM/DI/SC US/CD/JP/OT

**MACUSER [MC]**

Save 58 percent and receive free gift.  
VI/MC/DB US/CD

**MACWAREHOUSE [MW] ■ \***

Macintosh hardware, software and equipment.  
VI/MC/COD US/CD/JP/OT

**MARYMAC INDUSTRIES [MM]**

Official Radio Shack dealer.  
VI/MC/AM/DI/SC US/CD/JP

**MAX ULE DISCOUNT BROKERAGE**

**[TKR]**

Brokerage and financial information retrieval.  
CSH US/JP/OT

**MCGRAW-HILL BOOK CO. [MH] ■ \***

Business, finance and computer books.  
VI/MC US/CD/JP

**MENTOR TECHNOLOGIES [MN]**

Authorized CompuServe training.  
VI/MC US

**MERCURY ELECTRONIC SHOWROOM [LM] ■ \***

Cougar, Sable, Tracer, etc....  
VI/MC US/CD

**MICROWAREHOUSE [MCW] ■ \***

Hardware, software and equipment for PCs.  
VI/MC/COD US/CD/JP/OT

**MILTROBE ELECTRONICS [MI] ■ \***

Consumer electronics, tools, gifts.  
VI/MC/CSH US/CD

**MONEY'S FINANCIAL MARKET [MFM]**

Personal finance tools from Money.  
VI/MC/AM US

**MUSEUM OF FINE ARTS, BOSTON [FA] ■ \***

Gifts and classic reproductions.  
VI/MC/AM US/CD/JP/OT

**MUSIC ALLEY ONLINE [MAO]**

Mixers, synthesizers, keyboards, etc.  
VI/MC/COD US/CD

## N

**NEWSNET [NN]**

Specialized business news database service.  
NA US/CD

**NISSAN MOTOR CORP. IN THE USA [NI] ■**

Nissan cars, trucks, accessories.  
VI/MC US

**NORTHWEST NATURALLY [NW] ■ \***

Gourmet foods and gifts.  
VI/MC US

## O

**OFFICIAL AIRLINE GUIDES [OA] ■**

Information on online services; air and hotel guides.  
VI/MC US/CD

**ONLINE STORE, THE [OS]**

Computer accessories, hardware.  
VI/MC/AM US

**THE ORCHID SOURCE [OC]**

Exotic flowering plants.  
VI/MC US

## P

**PAUL FREDRICK SHIRTS CO. [PFS]**

Classic shirts from the tailor to you.  
VI/MC/AM/DI US

**PC/COMPUTING [PCC]**

Save 58 percent and receive free gift.  
VI/MC/DB US/CD

**PC MAGAZINE [PM]**

Save 54 percent and receive free gift.  
VI/MC/DB US/CD

**PENNY WISE OFFICE PRODUCTS [PW] ■ \***

Full range of brand-name office products.  
VI/MC/AM/COD/DB/CSH US

**PEPPERIDGE FARM [PF] ■ \***

Gourmet cookies, candies, gifts, etc.  
VI/MC/AM/DI/DI/SC US

**PRICE MOTOR CARS [PRC]**

Auto accessories and gifts of distinction.  
VI/MC/AM/DI/SC US/CD/JP

**THE PROGRAMMER'S SHOP [PS] ■ \* †**

Software for applications, programming, communications and more.  
VI/MC/AM US/CD/JP/OT



**PUBLISHERS CLEARING HOUSE [PUB]**

Magazine subscriptions at low prices.  
VI/MC US

**PUSH PEDAL PULL FITNESS [PPP] ■ \***

Professional home exercise equipment.  
VI/MC/AM/DIS US

**R**

**RECORD AND TAPE CLUB [RT] \***

Record and tape ordering club.  
DB US

**RENT MOTHER NATURE [RM] ■ \***

Nature's gifts, leasing programs, etc.  
VI/MC/AM US/OT

**S**

**SAFWARE COMPUTER INSURANCE [SAF] ■**

High-tech equipment insurance.  
VI/MC US/CD/JP/OT

**SEARS [SEARS] ■ \*\***

Electronics, home-office supplies, Nintendo and videos.  
DIS/SC/CSH US

**SECURITY PACIFIC [SEC]**

Online low-interest credit application.  
US

**SHOPPERS ADVANTAGE CLUB [SAC]**

Discount shopping club.  
VI/MC US

**SIERRA ONLINE [SI]**

Software games and more.  
VI/MC/AM/DIS US/CD/JP/OT

**SMALL COMPUTER BOOK CLUB [BK]**

Quality computer books.  
DB US/CD

**SOFTWARE DISCOUNTERS INTERNATIONAL [SDI]**

Software for a wide range of computers.  
VI/MC US/CD/JP/OT

**SOUNDS & VIDEO ONLINE [SO] ■ \***

Music on CD and cassette.  
VI/MC/AM/DIS US

**SPRINGER-VERLAG [SV] ■ \***

An array of computing and programming books.  
VI/MC/AM/DIS US/CD

**SQUISHY WISHY ZOO [SW]**

Lovable, huggable stuffed animals.  
VI/MC US/CD/JP/OT

**STARNET'S CATCH OF THE DAY [NET]**

Fresh Gulf and Caribbean seafood.

**STATIONERY CENTER, THE [SC] ■ \***

Office supplies, furniture, etc.  
VI/MC/AM/DIS/COD US/CD/JP

**SUNGLASSES, SHAVERS & MORE [SN] †**

Famous name sunglasses and shavers.  
VI/MC US/CD/JP/OT

**T**

**TALL TAILS [TT]**

Supplies and gifts for your pet.  
VI/MC/COD US/CD/JP/OT

**TIME-LIFE BOOKS, MUSIC AND VIDEOS [TL]**

Books, music and video series.  
VI/MC/AM US

**TRW CREDENTIALS [CRE]**

Know the details of your credit status.  
VI/MC/AM US

**TSR GAMES SHOPPE [TSR] ■ \***

Adventure, fantasy games and accessories.  
VI/MC US/CD/JP/OT

**U**

**UNIVERSITY OF PHOENIX [UP]**

Business degree program online.

**W**

**WALDEN COMPUTER BOOKS [WB]**

Computer books and accessories.  
VI/MC/AM US/CD/JP/OT

**WALTER KNOLL FLORIST [WK]**

Plants, flowers and gifts via FTD.  
VI/MC/AM/DI/DIS/DB US/CD/JP/OT

**WILLIAMS & EEDEN GARDEN CENTER [WE] ■ \***

Flowers, plants and garden tools.  
VI/MC US/CD

**WORDSWORTH BOOKS [WO] ■ \***

Books, new titles, catalogs.  
VI/MC/AM/DIS US/CD/JP/OT

**Y**

**YES! BOOKS AND VIDEOS [YB] ■ \***

A unique collection of books and videos.  
VI/MC/AM US/CD/JP/OT

Merchants by Department

**APPAREL/ACCESSORIES**

AC Americana Clothing  
BR Brooks Brothers ■ \*  
CLC Camelot London Collection Lingerie  
JCP JCPenney • \*  
PFS Paul Fredrick Shirts Co.  
SN Sunglasses, Shavers & More †

**ARTS/MUSIC/VIDEO**

RO Berkshire Record Outlet †  
CD CD Club \*  
CM Classical Music Club  
DMS Discount Music Supply ■ \*  
LE The Laser's Edge  
MAO Music Alley Online  
FA Museum of Fine Arts, Boston ■ \*  
RT Record and Tape Club \*  
SEARS Sears ■ \*  
SO Sounds & Video Online ■ \*  
TL Time-Life Books, Music and Videos  
YB YES! Books and Videos ■ \*

**AUTO**

AL Alamo Rent A Car  
AI Automobile Information Center  
AQ Autoquot-R  
BU Buick Magazine ■  
FORD Ford Motor Co. ■  
LM Lincoln ■  
LM Mercury ■  
NI Nissan Motor Corp. in the USA ■

**BOOKS/PERIODICALS**

CS Computer Shopper  
CK Create-A-Book  
DJ Dow Jones & Co.  
MH McGraw-Hill Book Co. ■ \*  
MC MacUser  
MFM Money's Financial Market  
PCC PC/Computing  
PM PC Magazine

PUB Publishers Clearing House  
SI Sierra Online ■  
BK Small Computer Book Club  
SV Springer-Verlag ■ \*  
TL Time-Life Books, Music and Videos  
WB WaldenCOMPUTERbooks  
WO Wordsworth ■ \*

**BUSINESS/FINANCE**

CF CheckFree Corp.  
DR Dreyfus Corp.  
DJ Dow Jones & Co.  
INC A Guide to Incorporating  
HRB H&R Block  
TKR Max Ule Discount Brokerage  
MFM Money's Financial Market  
NN NewsNet  
SEC Security Pacific  
CRE TRW Credentials  
UP University of Phoenix

**CLUBS/MEMBERSHIPS**

CM Classical Music Club \*  
CD CD Club \*  
RT Record and Tape Club \*  
SAC Shoppers Advantage Club \*  
BK Small Computer Book Club  
TL Time-Life Books, Music and Videos

**COMPUTING**

BCE Boston Computer Exchange  
CDA CDA Computer Sales ■ \*  
ORD CompuServe Store  
CE Computer Express \*  
CS Computer Shopper  
DM Direct Micro \*  
HTH The Heath Company ■ \*  
LI Laptops Infinity  
MF MacFriends ■ \*  
MC MacUser  
MW MacWarehouse ■ \*  
MM Marymac Industries  
MCW MicroWarehouse ■ \*  
OS Online Store

PS The Programmer's Shop †  
PCC PC/Computing  
PM PC Magazine  
SAF Safeware Computer Insurance ■  
SI Sierra Online ■  
SDI Software Discounters International  
SV Springer-Verlag ■ \*  
WB WaldenCOMPUTERbooks ■ \*

**GIFTS/FLOWERS/GOURMET FOODS**

BH Breton Harbor Basket Co.  
CC The Chef's Catalog ■ \*  
CLC Camelot London Collection Lingerie  
COF Coffee Anyone™ ???  
CK Create-A-Book  
FFS Florida Fruit Shippers ■  
FS Flower Stop ■  
GIM Gimme Jimmy's Cookies  
GC Godiva Chocolatier ■ \*  
HS Hammacher Schlemmer ■ \*  
FA Museum of Fine Arts, Boston ■ \*  
PF Pepperidge Farm ■ \*  
RM Rent Mother Nature ■ \*  
NET Starnet's Catch of the Day  
NW Northwest Naturally  
OC The Orchid Source  
SW Squishy Wishy Zoo  
WK Walter Knoll Florist  
WE Williams & Eeden Garden Center ■ \*

**HEALTH/BEAUTY**

BH Breton Harbor Basket Co.  
CL Contact Lens Supply  
RX Court Pharmacy  
CR Crabtree & Evelyn ■ \*  
PPP Push Pedal Pull Fitness ■ \*

**HOBBIES/TOYS/PETS**

SEARS Sears ■ \*  
SW Squishy Wishy Zoo  
TT Tall Tails

TSR TSR Games Shoppe ■ \*  
WE Williams & Eeden Garden Center ■ \*

**INFORMATION/SERVICES**

BCE Boston Computer Exchange  
ORD CompuServe Store  
MN Mentor Technologies  
SAF Safeware Computer Insurance ■  
SEC Security Pacific  
CRE TRW Credentials  
UP University of Phoenix

**MERCHANDISE/ELECTRONICS**

BR Brooks Brothers ■ \*  
CC The Chef's Catalog ■ \*  
ORD CompuServe Store  
RX Court Pharmacy  
HS Hammacher Schlemmer ■ \*  
HTH The Heath Company ■ \*  
JCP JCPenney • \*  
MI Miltrobe Electronics • \*  
SEARS Sears ■ \*  
SAC Shoppers Advantage Club

**OFFICE SUPPLIES**

BO Boyd's Office Supplies ■ \* †  
DM Direct Micro \*  
EX Executive Stampler ■ \*  
PW Penny Wise Office Products  
SEARS Sears ■ \*  
SC The Stationery Center ■ \*

**SPORTS/LEISURE**

HS Hammacher Schlemmer ■ \*  
PPP Push Pedal Pull Fitness ■ \*

**TRAVEL/VACATIONS**

AF Air France  
FI France Info USA  
OA Official Airline Guides ■  
SN Sunglasses, Shavers & More †



### Shop The Mall Connect-Free Every Day.

Standard CompuServe connect-time fees have been dropped at The Electronic Mall®. Now you can browse the entire Mall, including Shoppers Advantage Club, at your leisure, 365 days a year, without paying standard connect charges. To keep abreast of what's happening at The Mall, GO MALL and select "Electronic Mall News." (Any applicable communications surcharges remain in effect.)

### April in Paris!

Going to Paris this April? Make France Info your first stop! Offered online is a wealth of information on the City of Lights, most of it yours for the asking! Order a colorful **free** brochure for Le Lido, the most famous nightclub in the world. Request a **free** packet from Galeries Lafayette, including a map of Paris and discount shoppers card.

From France Info USA. GO FI

### Free Catalogs and Brochures.

Members are invited to request **free** print catalogs at many Mall stores. Browse the catalogs offline at your leisure. Then return online to place your order, conveniently and connect-free! For gifts of taste, consult Pepperidge Farm (GO PF) and Godiva Chocolatier (GO GC), among others. For the truly unusual, browse the offerings of Rent Mother Nature (GO RM), Hammacher Schlemmer (GO HS) and Museum of Fine Arts, Boston (GO FA).

You'll find detailed specs on the 1991 lineups in brochures from Ford Motor Company (GO FORD), Lincoln-Mercury Electronic Showroom (GO LM), Buick Magazine (GO BU) and Nissan Motor Corporation (GO NI). Brooks Brothers (GO BR) features fashion for him and her. The Chef's Catalog (GO CC) presents a cornucopia for cooks. Among other stores offering **free** print materials: TSR Games Shoppe (GO TSR), CDA Computer Sales (GO CDA), McGraw-Hill Book Co. (GO MH) and The Heath Company (GO HTH).

### Save 15% on all CDs and Tapes.

During the month of April, Sounds & Video Online will take an additional 15 percent off of their low everyday prices. Select from CDs or tapes. Opt for pop, country or classical. The bonus discount applies to any order placed online. GO SO

### Specialty Sports Magazines.

Subscribe online to a variety of specialty sports publications, including *Bicycling*, *Golf Magazine*, *Skin Diver*, *Tennis*, *Ski* and *Backpacker*. All subscriptions at low discount prices.

From Publishers Clearing House. GO PUB

### CompuServe Information Manager: The Complete Sourcebook.

A complete guide to CompuServe as seen through the windows of the CompuServe Information Manager software. Sale priced at **\$17.95**. For a variety of CompuServe guides and gifts, visit CompuServe Store. GO ORDER.

### Earn a \$5 CompuServe Usage Credit at Penny Wise Office Products.

Spend \$50 or more at Penny Wise Office Products during the month of April and you will automatically qualify for a \$5 CompuServe usage credit. There is no limit to the number of credits you can earn. Every order of \$50 or more qualifies you for a credit. GO PW

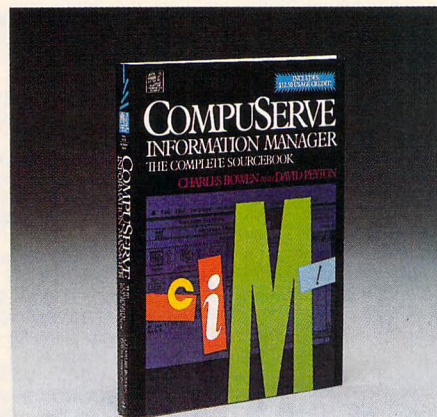
### TV Sports: Basketball.

From Electronic Arts. So real, it sweats. Puts you in the middle of fast-breaking, slam-jammin', full-court, 10-player basketball games. Edit the teams to suit your strategy. Choose player vs. player, or computer vs. player modes. For IBMs and compatibles.

From MicroWarehouse. GO MCW  
**\$35.**

### Remember Secretary's Day, April 24th

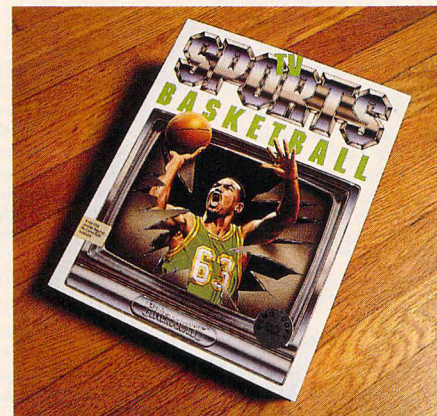
You'll find a variety of suitable gifts online. Consider an FTD bouquet from Walter Knoll Florist (GO WK), a dozen long-stemmed roses from The Flower Stop (GO FS), or a gorgeous orchid plant from The Orchid Source (GO OC). Indulge her with chocolates from Helen Hutchley's La Dolceria (GO HH) or Godiva Chocolatier (GO GC). Consider gourmet coffee and a mug from Coffee Anyone??? (GO COF).



The complete sourcebook. GO ORDER



Get Penny Wise and get credit. GO PW



Electronic Arts hoops action. GO MCW



Saying 'thanks' to secretaries. GO FS



# Shoppers Guide

**GO CLASSIFIED**  
For Hundreds of  
Listings

**CLASSIFIED**

REAL ESTATE - AUTOMOBILES  
TRAVEL - EMPLOYMENT  
SERVICES - ELECTRONICS

**GO AQ**

AND SAVE AT LEAST \$1000  
WHEN BUYING YOUR NEW CAR.  
OUR REPORTS SHOW YOU DEALER  
INVOICE VS. SUGGESTED RETAIL.  
THOUSANDS OF SATISFIED CUSTOMERS.

PHONE ORDERS  
**1-305-462-8905**  
FAX SERVICE AVAILABLE  
**AUTOQUOT-R™**

## Guidelines to Requesting Information Through OLI

### Online Inquiry

Online Inquiry is *CompuServe Magazine's* electronic version of the traditional reader inquiry card. To request additional information about products or services described in *CompuServe Magazine*, simply access CompuServe and type GO OLI at any prompt.

CompuServe Page OLI-1  
COMPUSERVE MAGAZINE ADVERTISERS  
ONLINE INQUIRY (OLI)

1. OLI Instructions
2. CompuServe Magazine Display Ads
3. Print Edition Reviews
4. Shopper's Guide Mini-Ads

### Display Ads

GO OLI-160. Inquiries to this section will be followed by a brief description of the *CompuServe Magazine* ad. To request additional printed information, simply enter your name and address at the prompts. OLI will add your User ID number and electron-

ically forward your request to the appropriate advertiser(s). The names, addresses and User ID numbers will also be forwarded via US Mail at the end of each month.

CompuServe Page OLI-160  
COMPUSERVE MAGAZINE  
ADVERTISERS/OLI

1. Mar. 1991 Advertisers
2. Feb. 1991 Advertisers
3. Jan. 1991 Advertisers

### Shopper's Guide

GO OLI-70 to get information about *CompuServe Magazine's* mini-ad program.

To request information from Shopper's Guide advertisers, follow the instructions outlined in each ad.

CompuServe Page OLI-70  
SHOPPER'S GUIDE

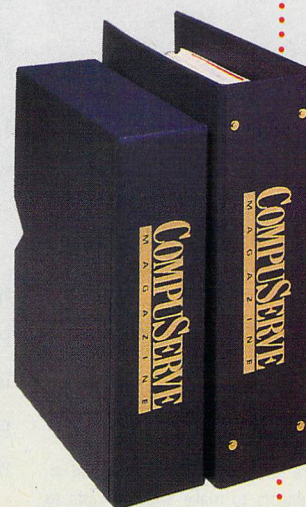
1. About Shopper's Guide
2. Rates and Information

**\*Note:** Additional requests during the same session will not require you to re-enter your name and address.

## Advertiser's Directory

Autoquot-r	59	Phone File	37
Barnes & Noble	30	Publisher's Clearing House	25
Buick	1	Quick & Reilly	41
Checkfree	C-3	Security Pacific	42
Disclosure	38	Shoppers Advantage	43
France Info	39	Spear Financial	28
IQuest	23, 25, 29	Springer Verlag	46
Mentor Technologies	4	Support Group, Inc.	24
Money Magazine	C-2	Supra	C-4
Network Earth	37	Thomas Online	42
Official Airline Guides	5	Time Life	27
On-Line Store	21	Traveler's Access	27
Penny Wise	40	University of Phoenix	24

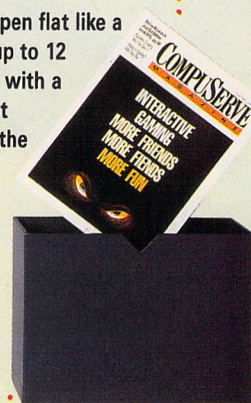
# FILE SAVERS



Cases are handcrafted in leather-like blue fabric. The spines of all cases are hot stamped with the *CompuServe Magazine* logo in gold foil for easy identification.

The binders open flat like a book and hold up to 12 magazines each with a sturdy cable that passes through the center pages.

The cases hold 12 unbound issues—so that each can be removed for reference.



Cases \$7.95 Binders \$9.95

CompuServe Magazine  
Jesse Jones Industries, Dept. OLT  
499 East Erie Ave., Philadelphia, PA 19134

Enclosed is \$\_\_\_\_\_ for \_\_\_\_\_ Cases;  
\_\_\_\_\_ Binders. Add \$1 per case/binder for postage  
& handling. Outside USA \$2.50 per case/binder (US  
funds only). PA residents add 6% sales tax.

Print  
Name \_\_\_\_\_

Address \_\_\_\_\_  
No P.O. Box Numbers Please

City \_\_\_\_\_

State/Zip \_\_\_\_\_

CHARGE ORDERS (Minimum \$15): AM EX, Visa, MC,  
DC accepted. Send card name, #, Exp. date.

CALL TOLL FREE 7 days, 24 hours  
1-800-825-6690

**SATISFACTION GUARANTEED**



# UPDATE



## Is 10ish good for you?

Sniper's new "challenge" command allows players to make appointments to meet each other on the electronic battlefield. Players upload the times they plan to play and view others' schedules. To play the multi-player war simulation game, GO SNIPER.



## The Tax Man Cometh

Online technical support is available for many popular tax software packages. Personal Tax Preparer by Parsons Technology and MECA/Legal Knowledge Systems' Andrew Tobias' TaxCut are supported in the PC Vendor C Forum (GO PCVENC). Go to PC Vendor B (PCVENB) for Sylvia Porter's Rapid Tax by Dac-Easy and Chipsoft's TurboTax. Access the Mac A Vendor Forum (MACAVEN) for Softview's MacInTax and Mac B Vendor (MACBVEN) for the Mac version of TurboTax.

**Get market-wise using MMS International's financial information.** MMS's daily commentaries on the equity, currency and bond markets, normally \$5 per report, and its Weekly Economic Survey and Fedwatch will be free of surcharges April 2-15. MMS's Calendar of Economic Events, Monthly and Weekly Forecasts and Economic Briefings are always surcharge-free. GO MMS

**The new IBM Desktop Software Forum provides direct access to technical support, product information, and value-added files for IBM Desktop Software products.** To interact with IBM support associates and end-users of popular software products such as Storyboard Live! and DisplayWrite, GO IBMDESK.

**Try before you buy is the maxim of the newly created Shareware Forum.** The Association of Shareware Professionals (ASP) maintains several message and library sections in the forum containing helpful information for would-be shareware developers. The forum itself contains no shareware programs, but Library 0, "General Info," features numerous files describing such programs and where they are located online. GO SHAREWARE

**Be one of the first to see the 1990 Census Data,** when the first release phase is completed April 1. The data in Section 16 of Cendata will include population counts for all 39,500 governmental units in the United States, featuring a breakdown by and within race, and by age 18 and over. There are housing unit counts as well. To see how your town has changed over the last decade, GO CENDATA.

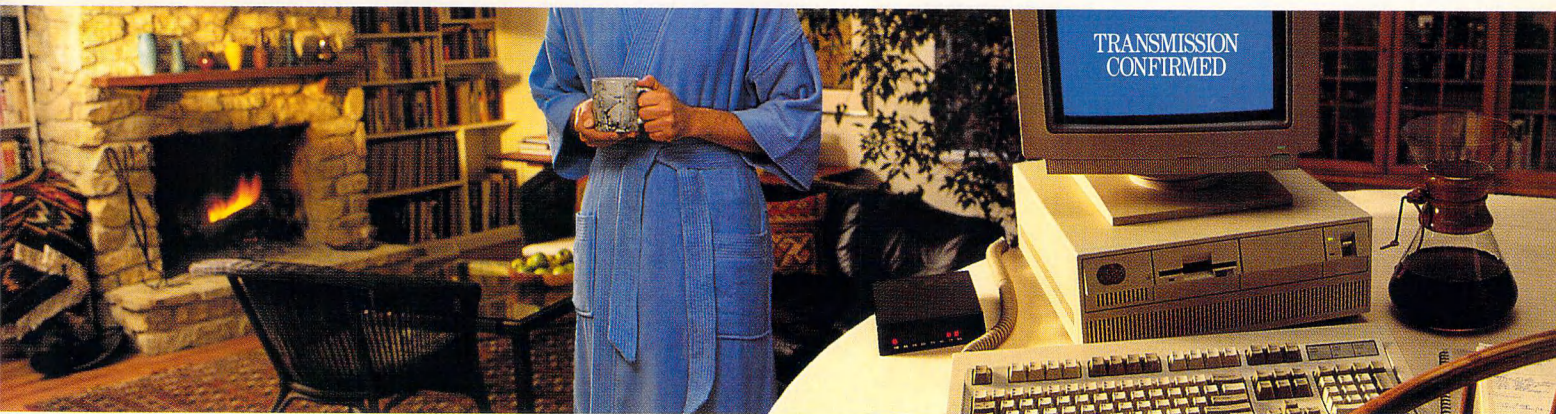
**First-time users of Health Database Plus will receive up to \$5 in usage credit** for surcharges incurred during their first session in April. To read full-text articles from more than 80 lay-oriented health journals such as *Prevention* and article summaries for the layman from 83 professional medical journals, GO HDB.

**Save 50 percent on company profiles from the three D&B-Dun's Market Identifiers® Databases** in April. D&B-Dun's Market Identifiers, D&B-Canadian Dun's Market Identifiers and D&B-International Dun's Market Identifiers contain detailed information on more than 10 million private, public and government businesses worldwide. Searches and full company listings will be reduced from \$4 to \$2. To take advantage of the savings, GO DUNS.

**NEXT MONTH • Cleaning Up Info Clutter: How to Know What to Know and How to Get It • CIMply Improvable: Information Manager Evolves in its Support Forums • Feeling Numismatic: Putting Your Money in Coinage • A Canadian Birthday: Montreal Does 350 Up Big • Hollywood's Expatriate Reporter: Showbiz Forum's Eliot Stein**



# Any bill. Any bank. Anywhere. Any questions?



## Finally, an electronic payment system that responds to all your bill-paying needs. **CheckFree®**

Imagine using your personal computer to pay your bills faster and easier than ever before, without the hassles of checks, envelopes, and stamps. Think what it would be like to pay all your bills and do all your recordkeeping with just a few keystrokes in just minutes per month. Now you can, with CheckFree, from Checkfree Corporation—the nation's leader in electronic payments.

Making payments with CheckFree is simple. Just pick the dates you want your bills to be paid, specify the amounts, and your software sends the information via modem to the CheckFree Processing Center. Fixed, recurring bills such as your mortgage can be paid automatically.

Many payments can be sent electronically from your account to their destination. Checks or laser-printed drafts are sent to individuals or companies not yet linked to electronic funds transfer networks.

With CheckFree, you don't have to switch banks, and you can pay any individual or company in the United States. That's because your payments are cleared through the Federal Reserve System, the same system that clears your checks today.

All CheckFree transactions are automatically recorded by the software and documented in your bank statement. Non-CheckFree transactions can be entered easily; and all your records, as well as specific reports of your finances, can be accessed through a few simple commands. (And that's especially helpful at tax time.) Plus, you can export CheckFree data to TaxCut® and any spreadsheet compatible with Lotus 1-2-3®.

CheckFree is also seamlessly integrated into Quicken®, Managing Your Money®, and Checkwrite Plus®. So you can enjoy CheckFree's automation with any of these leading financial software products.

Any questions? We have the answers. Call our toll free number right now. Any comments? Here is what the experts say: "CheckFree makes bill paying a quick, painless task rather than a monthly ritual to be dreaded..."—**PC Magazine**. "I said I'd try it, but I wasn't sure I'd like it. I like it."—Chris Shipley, **PC Computing**.

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CheckFree software is available at retail stores, or by phone for \$29.95 plus \$4 shipping and handling. CheckFree service is only \$9.95 per month for your first 20 payments, then \$3.50 per each additional ten payments or portion thereof. That's not much considering the time you save and hassles you avoid. Plus your first month of service is free.

Call **1-800-882-5280**

# CheckFree®

**Hardware Requirements:** IBM® PC/Compatibles with 512K RAM, MS-DOS® 2.1 or higher, two floppy drives or a hard disk system, or Apple Macintosh® 512KE or higher, 800K drive—and a Hayes® compatible modem.

CheckFree is a registered trademark of Checkfree Corporation. All other trademarks are the property of their respective corporations.

\*Money back guarantee on software valid for direct orders only; return within 30 days of purchase for a full refund.



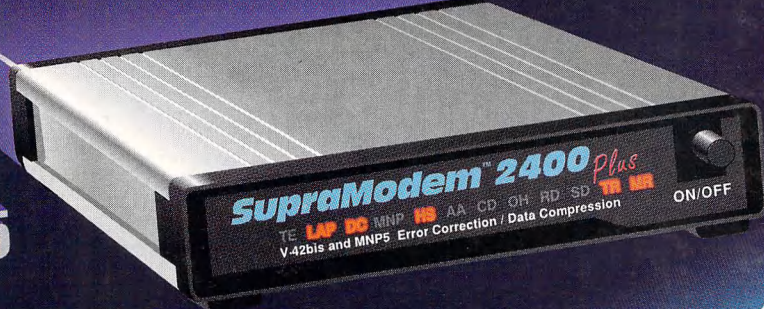
CompuServe Magazine, P.O. Box 20212, Columbus, OH 43220-0212  
ADDRESS CORRECTION REQUESTED

S U P R A C O R P O R A T I O N

# SupraModem™ 2400 *Plus*

Featuring  
**MNP 5 &  
CCITT V.42bis**  
Error Correction &  
Data Compression  
Protocols

**\$ 239<sup>95</sup>**  
SUGGESTED RETAIL



- ▶ **Up to 9600 bps, error-free throughput when communicating with another V.42bis modem**
- ▶ **Up to 4800 bps throughput with MNP 5**
- ▶ **Compatible with MNP classes 2-5**
- ▶ **Supports Bell 103/212A & CCITT V.21/V.22/V.22bis/V.42bis**
- ▶ **Asynchronous operation at 300, 1200, and 2400 bps**
- ▶ **Automatic adjustment to optimal protocol & rate**
- ▶ **100% "AT" command compatible**
- ▶ **Works with virtually any computer**
- ▶ **Compatible with all popular telecommunications software**
- ▶ **Autoanswer/Autodial (tone or pulse)**
- ▶ **Two modular phone jacks**
- ▶ **Adjustable-volume speaker**
- ▶ **Made in the U.S.A.**
- ▶ **5 year warranty**

The SupraModem 2400 Plus adds MNP classes 2-5 and CCITT V.42bis to the popular SupraModem 2400, providing high-speed, error-free communications. MNP 5 lets you communicate with any MNP 5 modem with throughput up to 4800 bps — *2 times faster than regular 2400 bps modems*. CCITT V.42bis, the international standard for error correction and data compression, gives up to 9600 bps error-free throughput — *a 4 times speed improvement over regular 2400 bps modems*. All this means you can get more done with less time spent on line, so all your costs are less!

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*Also Available: SupraModem 2400 Plus IBM™ internal \$199.95, SupraModem 2400 MNP external \$199.95, SupraModem 2400 MNP IBM internal \$149.95.*



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